

## QOPI Certification Virtual Survey Fact Sheet



QOPI Certification site visits are now offered virtually, through a tabletop camera controlled by a remote surveyor. The virtual visits will mirror the experience of an in-person visit and have the same requirements, reviewing all 22 QOPI Certification Standards. A virtual visit will include observation of chemotherapy preparation and administration, staff interviews, medical record review, and validation of policies submitted.

The camera comes in a protective case and can be shipped to your practice. The practice will set the camera on a tabletop or rolling cart and follow instructions to start the camera. The surveyor accesses the camera through our vendor Teladoc's secure server. The surveyor remotely controls the camera and through video will provide direction and guidance throughout the survey process.

### Frequently Asked Questions

- **What are the technology requirements?**
  - Wi-Fi connection and power
- **How will I connect with the surveyor?**
  - Via a two-way camera system. You will be able to see the surveyor on the screen when they connect.
- **How long will a virtual visit last?**
  - Most virtual visits will last 1 business day (unless more than two practice locations require review).
- **How will the surveyor perform their EHR documentation review?**
  - The surveyor will operate the camera and use the zoom-in feature to view the computer screen at the practice. Practice staff will navigate through the medical records.
- **Is the camera technology HIPAA compliant?**
  - Teladoc holds the HITRUST Certification which demonstrates compliance to HIPAA requirements and regulations. The survey session is not recorded or saved.
- **Is there an additional fee for virtual surveys?**
  - No, the certification application fee covers the cost of a domestic virtual survey.
- **How big is the camera?**
  - The camera is about 20 lbs. and 16"D x 20"W x 24"H
- **How long is the battery life?**
  - About 2 hours

For additional questions please contact us:

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