COVID- Virtual Consumer Monitoring Service Questions:

1) What protocols are in place for providing COVID- Virtual Consumer Monitoring services?

2) How many full-time or part-time workers are available to provide COVID-Virtual Consumer Monitoring services?

3) On what schedule can consumers receive the COVID- Virtual Consumer Monitoring service? Is the device monitored 24/7?

4) Does your agency have cyber security insurance which covers all devices and internet used in providing the COVID- Virtual Monitoring service?

5) Are the devices and data used to provide the COVID- Virtual Monitoring service HIPAA compliant?

6) How do you ensure consumer privacy in delivery of COVID- Virtual Monitoring service?

7) What is your policy for when a consumer is not answering a scheduled phone or video call using virtual monitoring?

8) Is your COVID- Virtual Monitoring service comprehensive, or does the consumer need to have internet or other in-home features in place to implement the service?

9) How does your agency consider consumer/caregiver preferences and person-centered needs in providing COVID- Virtual Monitoring services?

10) Does your agency have the ability to access video through consumer device without the consumer accepting the video call? If so, what protocols are in place when utilizing that feature?