

Family Planning Health Services, Inc.

719 North Third Avenue
Wausau, WI 54401

Memorandum of Understanding for FPHS Virtual Clinic

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I. Summary

Family Planning Health Services, Inc. (FPHS) wishes to collaborate with community organizations and agencies to make contraceptive care widely and readily available. FPHS facilitates Badger Care Family Planning Only Services (FPOS) enrollment, access to contraceptive supplies – including emergency contraception (EC), and STD prevention information, and necessary related testing, treatment, referral, and follow-up services.

FPHS is a member of the Women's Health Network of Wisconsin, which maintains telehealth connectivity (shared protocol confidential high quality video-audio clinic visits between provider locations) for reproductive health services. FPHS also maintains a complementary system of Emergency Contraception (EC) "Lockboxes" and EC Access Points (EZEC Providers) from which women can obtain access to Plan B within 24 hours of contacting the EC Response Line.

To participate in FPHS' virtual clinic network, local community organizations must provide a safe and confidential location with adequate internet connectivity. They must provide a minimum level of trained personnel to assist the patient to initiate the internet telehealth consultation. The local organization must also agree to restock the lockboxes (furnished by FPHS) with contraceptive supplies (furnished by FPHS) and modify the combinations to maintain dispensing protocols.

II. Overall Purposes

The purposes can be summarized by the following:

1. To develop and maintain a network of local community organizations and family planning service providers to improve health by increasing access to reliable, low-cost, confidential contraception and STD testing, treatment and prevention services.
2. To coordinate and develop required operational policy and clinical procedures. These operations policies and clinical procedures will include FPOS enrollment assistance, sexually transmitted disease risk assessment, sexual assault screening and reporting, immediate contraceptive supplies, and other patient referral services necessary for continuing primary care.
3. To collect necessary and required patient and population data for the network as efficiently as feasible for all agency participants. FPHS will provide the requisite data collection/reporting forms (electronically or on paper) and training.
4. To develop and maintain access to the Emergency Contraception Response Line (866-EC-FIRST), a website (www.EZEC.org), and local community locations to enable women to receive EC immediately or within 24 hours of their request.
5. To provide centralized billing services and appropriate distribution of revenue with the highest level of financial accountability and transparency as well as the highest level of patient confidentiality and HIPAA compliance.

The purpose of this Memorandum of Understanding (MOU) is to clearly identify the roles and responsibilities of each party as they relate to providing preventive and contraceptive services to Hope House clients.

III. Community Organization Description of Work

Hope House hereby agrees to:

1. Cooperate in the completion of an internet capacity assessment and collaborate with FPHS to provide adequate secure connectivity for patient health information under HIPAA standards. No internet service or equipment costs will be incurred by either party under this agreement without prior authorization and agreement by both parties.
2. Provide secure storage for contraceptive and STD treatment supplies. No storage (e.g. furniture, lockers, lockboxes, file cabinets, etc.) costs may be incurred by either party under this agreement without prior itemized authorization and agreement by the party to be obligated.
3. Hope House agrees to provide a clean, private, lockable, climate-controlled room, no less than 10' x 10' with internet access, desk, 2 chairs, computer for ACCESS, janitorial, separate phone line and within 40 feet of a private clean restroom which patients will have access to during the hours agreed to by Hope House and FPHS' Director of Nursing and Clinical Services (DON).
4. Cooperate with DON to allow ongoing and annual inventory of supplies.
5. Assist DON, the E-Health Project Development Director (EHD) and other agency staff with development of training materials and virtual clinic schedules.
6. Phase I: Facilitate appointments for clients at Hope House for designated virtual clinic services.
7. Phase II: Identify staff or volunteers who after signing a confidentiality agreement, be trained to room patients, collect signatures as needed, take the necessary vital signs: (Blood pressure, Height, Weight), and distribute supplies to the patient or restock the 'lockbox' container/s. Assist the designated community organization staff and FPHS staff so that training is properly conducted and evaluated on an ongoing basis. Progression to Phase II requires agreement and authorization by all parties obligated.
8. Sign an agency confidentiality agreement (Participation Policies and Practices) and designate and maintain a community organization primary contact for the FPHS Virtual Clinic. Furnish the FPHS (EHD) with phone and email contact information for this designee. If the contact information or the agency primary contact designee changes, the community organization agrees to notify the E-Health director immediately.

9. Phase II: Follow supply stocking procedures so supplies can be restocked before they run out or expire. This includes verification that supply shipments (if any) are received.

FPHS Responsibilities:

FPHS agrees to:

1. Furnish contraceptive and STD testing and treatment supplies for patients.
2. Furnish, staff and maintain the telehealth equipment and necessary information technology support to meet the connectivity requirements and to protect data privacy.
3. Phase I: Provide staff to complete the client visit process from arrival to completion.
4. Phase II: Provide training in cooperation with Hope House and as described in the Purposes and Community Organization Description of Work sections of this MOU.
5. Operate the EC Response Line and the EZEC.org website consistent with FPHS Policies and Protocols.
6. Work collaboratively with Hope House to foster positive relationships with local health care and community advocacy organizations to promote excellent continuing patient care as well as outreach and acceptability of clinical and community health services and programs related to this MOU.
7. Advertise and promote access to emergency contraception and the EC Response Line.
8. Provide information and support services to Hope House leadership and staff regarding Virtual Clinic services.
9. Sign a confidentiality agreement as designated by Hope House Leadership.
10. FPHS will provide payment to Hope House in the amount of \$200/month for facility use costs.
11. FPHS will reimburse Hope House staff for any worked time at a rate of \$25/hour.

Agreement:

This agreement may be terminated by either party with 30 days written notice and upon return of equipment, storage devices, pharmaceutical supplies, and records.

By indicating agreement with signatures by duly authorized individuals to this agreement, both Family Planning Health Services and Hope House assure that program activities under this agreement are conducted in compliance with all applicable Federal and State laws, rules, and regulations.

For Hope House
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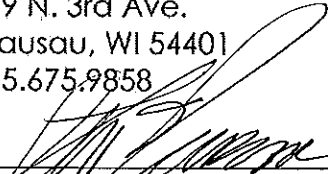


Ellen Allen, Executive Director

4/24/13

Date

For Family Planning Health Services, Inc.
719 N. 3rd Ave.
Wausau, WI 54401
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Lon Newman, Executive Director

5/6/13

Date