



**News Release**

**9 April 2013**

### **Integrated Code of Practice for Telecare and Telehealth Services**

TSA will launch, and open for accreditation, the new Telehealth Code of Practice in May 2013. This, together with the existing TSA Telecare Code of Practice, will form the **Integrated Code of Practice**, the only customer-centred integrated code of practice for telecare and telehealth services in the world.

This integrated quality standard is an important step toward the vision of patient centred, integrated health and social care. Individual elements of the code for both telecare and telehealth will still be available as the code of practice is modular based to enable service providers to gain accreditation according to the services they offer within their particular business model.

These services address a range of needs from the individual end-users perspective, from the initial request for a service and assessment of their needs, to the delivery of a service that monitors, responds and re-evaluates. Ultimately the TSA integrated code of practice is about offering the highest possible level of technology assisted services to people in need of these services.

As with the current TSA Telecare code of practice, the integrated telecare and telehealth code will be independently audited.

As a result of extensive consultation across the nation states, and with its partners across Europe, TSA will also be able to offer non TSA members the opportunity to apply for code accreditation and further details about this will become available at the full launch in May 2013.

**-Ends-**

#### **Notes to Editors**

Media Contact: Loretta MacInnes

Email: [loretta.macinnes@telecare.org.uk](mailto:loretta.macinnes@telecare.org.uk)

Telephone: 01625 520320

#### **About TSA**

Telecare Services Association (TSA) is the representative body for telecare and telehealth. It works with government, commissioners, suppliers and service providers in the development of telecare and telehealth strategy, and promotes the benefits of telecare and telehealth, which helps individuals to maintain independence and better manage health issues at home. TSA is a lead partner in 3millionlives. It developed, and maintains, the Telecare Code of Practice – the only customer-centred code of practice available for telecare. This independently audited Code was designed in the UK by telecare experts and undergoes regular updates to remain current and relevant. TSA is currently developing national standards for telehealth services, which will form an integrated telecare and telehealth quality standard. For more information visit [www.telecare.org.uk](http://www.telecare.org.uk). Follow TSA: [@TeleServAssoc](https://twitter.com/TeleServAssoc)