# Vocational Rehabilitation Standards for Providers Manual Chapter 3: Basic Standards

Revised 07/01/2025

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## 3.4 Basic Standards for Service Providers

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### 3.4.8 Remote Service Delivery

Remote service delivery is the delivery of rehabilitation over telecommunication networks and includes some VR services. Remote service delivery may not be conducted through voiced telephone communication.

Not all customers will benefit from participating in remote service delivery. The VR counselor or ILS-OIB worker must evaluate each customer's case to determine if remote service delivery is in the best interest of the customer and whether the customer has access to required resources and has the skills necessary for effective use.

If the VR SFP service chapters allow and if indicated and approved by the TWC-VR or ILS-OIB worker on the referral form, plan, or SA, a provider may:

* implement accessible training activities using a computer-based training platform that allows for face-to-face and/or real time interaction; or
* use video telecommunication services and software such as Video Relay Services or FaceTime, as training tools.

The service provider must ensure all requirements in the VR-SFP, including confidentiality and the customer's literacy and disability needs, are met in the delivery of the services.

The service provider continually evaluates the customer's ability to actively participate in the remote service delivery, including identifying whether the customer's computer resources are adequate.  When a service provider identifies a customer's needs are not being met, they must notify the VR counselor or ILS-OIB worker.

Meetings may be held remotely between the VR counselor or ILS-OIB worker, customer, provider, and, as appropriate, the customer's circle of supports (including the customer's representative).

Appropriate Online Platform

The U.S Department of Health and Human Services (HHS) issued guidance on utilizing HIPAA-compliant platforms: [HHS's Notification of Enforcement Discretion for Telehealth During COVID-19](https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html).

The following are listed as HIPAA-compliant applications by HHS:

* Skype for Business / Microsoft Teams for government;
* Updox;
* VSee;
* Zoom for Healthcare;
* Doxy.me;
* Google G Suite Hangouts Meet;
* Cisco Webex Meetings / Webex Teams;
* Amazon Chime; and
* GoToMeeting.

The contractor must visit the link above to ensure continued compliance with HIPAA-compliant platforms and to identify when platforms have been added or removed.

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