

Ryan White Services Division

Boston EMA

Summary of FY21 Changes to Service Standards

4/12/21



The following is a summary of updates have been made to the FY 21 Service Standards:

1. Renamed this document to **Service Standards** (previously named Standards of Care)
2. Added the following language regarding telehealth and cultural/linguistic competency to **Section I: Universal Standards (p2)** "The quality of service and materials given to a patient during telehealth encounters must be similar to in-person visits and must be culturally and linguistically appropriate."
3. Added **Standards 1.7 and 1.8-Eligibility (p4)** regarding expectations for the use of e2Boston to track and share eligibility data.

4. Added the following language to **Standard 2.1 – Intake (p6)**

"Assess client language needs at intake and ensure client access to all services, materials, and communication in preferred language."

"Agency works with client to determine mode of service delivery, based on client preference at the time of scheduling appointment. **If the agency does not offer in-person services in a given period due to an emergency, staff will work to support client access to services via alternative service modalities.*"

5. Added the following language to **3.5 Service -Delivery Space (p8)**

"Configures physical spaces and establishes protocols that ensure services provided are private, whether in in-office, mobile, or telehealth modalities."

6. Added 'telehealth policies' to list of relevant documentation included in **Standard 6.1 -File Security (p12)**