



دائرة الصحة  
DEPARTMENT OF HEALTH

# Telehealth Service Jawda Guidance

## Version 3.1

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## **Executive Summary**

The Department of Health– Abu Dhabi (DOH) is the regulatory body of the healthcare sector in the Emirate of Abu Dhabi and ensures excellence in healthcare for the community by monitoring the health status of its population.

The Emirate of Abu Dhabi is experiencing a substantial growth in the number of hospitals, centers and clinics. This is ranging from school clinics and mobile units to internationally renowned specialize and tertiary academic healthcare centers. Although, access and quality of care has improved dramatically over the last couple of decades, mirroring the economic upturn and population boom of the Emirate, however challenges remain in addressing further improvements to the healthcare sector.

The main challenges that are presented with increasingly dynamic population include an aging population with increased expectation for treatment, utilization of technology and diverse workforce leading to increased complexity of healthcare provision in Abu Dhabi. All of this results in an increased and inherent risk to quality and patient safety.

DOH has developed a dynamic and comprehensive quality framework in order to bring about improvements across the health sector. This guidance pertains to the quality indicators that the Department of Health (DOH) is requiring for quarterly reporting by healthcare facilities operating telehealth services in Abu Dhabi.

The guidance sets out the full definition and method of calculation for Telehealth access in the form of clinical outcome performance indicators. For enquiries about this guidance, please contact [jawda@doh.gov.ae](mailto:jawda@doh.gov.ae)

This document is subject for review and therefore it is advisable to always utilize online versions available on the DOH website.

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Version 3, November 2025  
Version 3.1, June 2026

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### About this Guidance

The guidance sets out the definitions and reporting frequency of JAWDA Telehealth service performance indicators. The Department of Health (DoH), with consultation from local and international expertise of chronic disease management has developed Telehealth performance Indicators that are aimed for assessing the degree to which a telehealth service provider competently and safely delivers the appropriate remote clinical services to the patient within the optimal time period.

The Jawda KPI for telehealth clinical indicators in this guidance include measures to monitor i.e., how well telehealth care hospitals and centers provide remote care for their patients, how often telehealth care hospitals and centers follow best practices and how effective they are at keeping patients healthy, and how patients feel about their experience on remote telehealth service. Healthcare providers are the most qualified professionals to develop and evaluate quality of care for people with chronic conditions; therefore, it is crucial that clinicians retain a leadership position in defining performance among telehealth service including scheduled and unscheduled services.

### Who is this guidance for?

All DoH licensed healthcare facilities providing telehealth care services and standalone telehealth care facilities in the Emirate of Abu Dhabi.

\*All Jawda telehealth KPIs apply to physician-led teleconsultations only

### How do I follow this guidance?

Each provider will nominate one member of staff to coordinate, collect, monitor and report telehealth services quality indicators data as per communicated dates. The nominated healthcare facility lead must in the first instance e-mail their contact details (if different from previous submission) to [JAWDA@doh.gov.ae](mailto:JAWDA@doh.gov.ae) and submit the required quarterly quality performance indicators through Jawda online portal

### What is the Regulation related to this guidance?

- Legislation establishing the Health Sector
- Department of Health Standard for Telehealth care issued 16th September 2020. <https://www.doh.gov.ae/-/media/0272CB2B824D41D6B4A2A5C78EBD94F9.ashx>
- As per DoH [Policy for Quality and Patient Safety](#) issued January 15<sup>th</sup> 2017, this guidance applies to all DoH Licensed Hospital Healthcare Facilities in the Emirate of Abu Dhabi in accordance with the requirements set out in this Standard.
- DoH claim adjudication policy <https://www.doh.gov.ae/en/resources/standards>

**Telehealth Service Jawda Performance Indicators**

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Type: Telehealth Indicator

Number: TEL001

<b>KPI Description (title):</b>	<b>Percentage of Telemedicine Patients That Had Teleconsultation Within Two Working Days of The Patient Request</b>
<b>Domain</b>	<b>Timeliness</b>
<b>Indicator Type</b>	<b>Process</b>
<b>Definition</b>	Percentage of telemedicine patients that had teleconsultation within two working days of the patient request.
<b>Calculation</b>	<p><b>Numerator:</b> Number of requests for patients who had teleconsultation within 2 working days of the request.</p> <p><i>CPT Codes: 99441, 99442, 99443</i></p> <p><b>Numerator Guidance:</b> <i>Count all requests (rather than patients).</i></p> <p><b>Denominator:</b> Total number of teleconsultation requests.</p> <p><b>Denominator exclusions:</b></p> <ul style="list-style-type: none"> <li>• Patients are unreachable after 3 times. (at least 3 attempts should be made by the telemedicine provider to contact the patient)</li> <li>• Patients who didn't join the telehealth weblink (shared by the provider) in 5 minutes from starting the call.</li> <li>• Patients who cancelled their teleconsultation appointment.</li> <li>• Patients' preference to schedule a teleconsultation &gt;2 working days.</li> </ul>
<b>Reporting Frequency</b>	Quarterly
<b>Unit Measure</b>	Percentage
<b>Target</b>	>80% at 2 working days
<b>Desired Direction</b>	Higher % is better
<b>International comparison if available</b>	<ul style="list-style-type: none"> <li>• Pan American Health Organization. Health in the Americas+. Washington, DC: Pan American Health Organization; 2016.</li> <li>• Morelli S, Daniele C, D'Avenio G, Grigioni M, Giansanti D. Optimizing telehealth: leveraging key performance indicators for enhanced telehealth and digital healthcare outcomes (Telemechron Study). Healthcare (Basel). 2024;12(13):1319.</li> </ul>
<b>Data Source</b>	<ul style="list-style-type: none"> <li>• Electronic Medical Record (EMR)</li> </ul>

**Telehealth Service Jawda Performance Indicators**

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Type: Telehealth Indicator

Number: TEL002

<b>KPI Description (title):</b>	<b>Percentage Of Emergency/Urgent Care Referrals In Telehealth</b>
<b>Domain</b>	Effectiveness
<b>Indicator Type</b>	Outcome
<b>Definition</b>	The percentage of emergency/urgent care referrals made during teleconsultation of all teleconsultation encounter.
<b>Calculation</b>	<p><b>Numerator:</b> Number of emergency/urgent care referrals initiated following teleconsultation encounter.</p> <p><b>Numerator exclusions:</b></p> <ul style="list-style-type: none"> <li>• Non-emergency referrals</li> <li>• Laboratory referrals.</li> <li>• Diagnostic referrals</li> </ul> <p><b>Denominator:</b> Total number of teleconsultation encounters.</p> <p><i>Denominator Guidance: Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, count it as 3.</i></p> <p><b>CPT Codes:</b> 99441, 99442, 99443</p>
<b>Reporting Frequency</b>	Quarterly
<b>Unit Measure</b>	Percentage
<b>Desired Direction</b>	Lower % is better
<b>International comparison if available</b>	<ul style="list-style-type: none"> <li>• Pan American Health Organization. Health in the Americas+. Washington, DC: Pan American Health Organization; 2016.</li> <li>• Morelli S, Daniele C, D’Avenio G, Grigioni M, Giansanti D. Optimizing telehealth: leveraging key performance indicators for enhanced telehealth and digital healthcare outcomes (Telemechron Study). Healthcare (Basel). 2024;12(13):1319</li> <li>• Lapointe-Shaw L, Salahub C, Austin PC, et al. Virtual visits with own family physician vs outside family physician and emergency department use. JAMA Netw Open. 2023;6(12):e2349452. doi:10.1001/jamanetworkopen.2023.49452</li> </ul>
<b>Data Source</b>	<ul style="list-style-type: none"> <li>• Electronic Medical Record (EMR)</li> </ul>

**Telehealth Service Jawda Performance Indicators**

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Type: Telehealth Indicator

Number: TEL003

<b>KPI Description (title):</b>	<b>Percentage of In-Person Referrals to Specialists or Consultants</b>
<b>Domain</b>	Efficiency
<b>Indicator Type</b>	Process
<b>Definition</b>	The percentage of referrals issued to see a Specialist or Consultant for face-to-face in-person consultation of all teleconsultation encounter
<b>Calculation</b>	<p><b><u>Numerator:</u></b> Number of teleconsultations resulting in referrals for in-person visits with a specialist or consultant.</p> <p><b><u>Numerator Exclusions:</u></b></p> <ul style="list-style-type: none"> <li>• Laboratory referrals</li> <li>• Diagnostic referrals.</li> <li>• Emergency referrals</li> <li>• Patient self-referrals</li> </ul> <p><b><i>Numerator Guidance:</i></b> <i>Count all teleconsultation encounters that resulted in referrals regardless of service lines.</i></p> <p><b><u>Denominator:</u></b> Total number of teleconsultation encounters.</p> <p><b><i>Denominator Guidance:</i></b> <i>Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, count it as 3.</i></p> <p><b><i>CPT Codes:</i></b> 99441, 99442, 99443</p>
<b>Reporting Frequency</b>	Quarterly.
<b>Unit Measure</b>	Percentage
<b>Desired Direction</b>	Lower % is better.
<b>International comparison if available</b>	<ul style="list-style-type: none"> <li>• Pan American Health Organization. Health in the Americas+. Washington, DC: Pan American Health Organization; 2016.</li> <li>• Morelli S, Daniele C, D’Avenio G, Grigioni M, Giansanti D. Optimizing telehealth: leveraging key performance indicators for enhanced telehealth and digital healthcare outcomes (Telemechron Study). Healthcare (Basel). 2024;12(13):1319</li> </ul>
<b>Data Source</b>	<ul style="list-style-type: none"> <li>• Electronic Medical Record (EMR)</li> </ul>

**Telehealth Service Jawda Performance Indicators**

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Type: Telehealth Indicator

Number: TEL004

<b>KPI Description (title):</b>	<b>Percentage of Antibiotic Prescription through Teleconsultation</b>
<b>Domain</b>	<b>Safety</b>
<b>Indicator Type</b>	<b>Process</b>
<b>Definition</b>	Measures the percentage of prescriptions who were prescribed one or more oral antibiotics for their condition through teleconsultations.
<b>Calculation</b>	<p><b><u>Numerator:</u></b> Number of teleconsultation encounters for patients that were prescribed one or more oral antibiotics for their condition during the teleconsultation.</p> <p><b><u>Numerator Exclusions:</u></b></p> <ul style="list-style-type: none"> <li>• Prescription of medical devices.</li> <li>• Topical Antibiotics.</li> </ul> <p><b><u>Denominator:</u></b> Total number of teleconsultation encounters with tele-prescriptions.</p> <p><i><b>Denominator Guidance:</b> Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, and only 2 of those had tele-prescriptions, count it as 2.</i></p> <p><b>CPT Codes:</b> 99441, 99442, 99443</p>
<b>Reporting Frequency</b>	Quarterly
<b>Target</b>	<15%
<b>Unit Measure</b>	Percentage
<b>Desired Direction</b>	Lower % is better
<b>International comparison if available</b>	<ul style="list-style-type: none"> <li>• Pan American Health Organization. Health in the Americas+. Washington, DC: Pan American Health Organization; 2016.</li> <li>• Morelli S, Daniele C, D'Avenio G, Grigioni M, Giansanti D. Optimizing telehealth: leveraging key performance indicators for enhanced telehealth and digital healthcare outcomes (Telemechron Study). Healthcare (Basel). 2024;12(13):1319</li> </ul>
<b>Data Source</b>	<ul style="list-style-type: none"> <li>• Electronic Medical Record (EMR)</li> </ul>

**Telehealth Service Jawda Performance Indicators**

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Type: Telehealth Indicator

Number: TEL005

<b>KPI Description (title):</b>	<b>Percentage of Sick Leave Prescriptions via Teleconsultation</b>
<b>Domain</b>	Efficiency
<b>Indicator Type</b>	Process
<b>Definition</b>	Measures the percentage of patients prescribed sick leave through telehealth consultations.
<b>Calculation</b>	<p><b>Numerator:</b> Number of teleconsultation encounters where the patient was issued a sick leave certificate during the teleconsultation.</p> <p><i>Numerator Guidance: Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, and 2 of those were issued sick leave certificates, count it as 2.</i></p> <p><b>Denominator:</b> Total number of teleconsultation encounters.</p> <p><i>Denominator Guidance: Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, count it as 3.</i></p> <p><b>CPT Codes:</b> 99441, 99442, 99443</p>
<b>Reporting Frequency</b>	Quarterly
<b>Target</b>	Percentage
<b>Unit Measure</b>	<20%
<b>Desired Direction</b>	Lower % is better
<b>International comparison if available</b>	<ul style="list-style-type: none"> <li>• Pan American Health Organization. Health in the Americas+. Washington, DC: Pan American Health Organization; 2016.</li> <li>• Morelli S, Daniele C, D’Avenio G, Grigioni M, Giansanti D. Optimizing telehealth: leveraging key performance indicators for enhanced telehealth and digital healthcare outcomes (Telemechron Study). Healthcare (Basel). 2024;12(13):1319</li> </ul>
<b>Data Source</b>	<ul style="list-style-type: none"> <li>• Electronic Medical Record (EMR)</li> </ul>

**Telehealth Service Jawda Performance Indicators**

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**Summary of Changes 2025 V2.1**

KPI #	Changes
TEL001	Added the following <b>Denominator Exclusion</b> : Patients who didn't join the telehealth weblink (shared by the provider) in 5 minutes from starting the call.
TEL004	Updated the <b>Denominator</b> definition: Total number of "patients" with tele-prescriptions.

**Summary of Changes 2026 V3**

KPI #	Changes
<b>Who is this guidance for?</b>	Added: *All Jawda telehealth KPIs apply to physician-led teleconsultations only
TEL001	<ul style="list-style-type: none"> <li>Removed the term "patients" in denominator</li> <li>Added <b>Numerator Guidance</b>: Count all requests (rather than patients).</li> </ul>
TEL002	<ul style="list-style-type: none"> <li>Revised <b>Numerator</b>: Number of emergency/urgent care referrals initiated following teleconsultation encounter (<b>Removed-within 7 days</b>)</li> </ul>
TEL003	Revised <ul style="list-style-type: none"> <li><b>Numerator</b>: Number of teleconsultations resulting in referrals for in-person visits with a specialist or consultant. <b>Numerator Guidance</b>: <i>Count all teleconsultation encounters that resulted in referrals regardless of service lines.</i></li> </ul>

**Summary of Changes 2026 V3.1**

KPI #	Changes
All KPIs	Revised to correct <b>Domain</b> and <b>Indicator Type</b>
TEL001 - TEL003, TEL005	Added <b>Denominator Guidance</b> : <i>Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, count it as 3.</i>
TEL004	<ul style="list-style-type: none"> <li>Removed the term "patients" in denominator</li> <li>Revised <b>Denominator</b>: Total number of <b>teleconsultation encounters</b> with tele-prescriptions</li> <li>Added <b>Denominator Guidance</b>: <i>Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, and 2 of those only had tele-prescriptions, count it as 2.</i></li> <li>Revised <b>Numerator</b>: Number of <b>teleconsultation encounters for</b> patients that were prescribed one or more oral antibiotics for their condition during the teleconsultation.</li> </ul>

## Telehealth Service Jawda Performance Indicators

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TEL005	<ul style="list-style-type: none"><li>• Removed the term “patients” in denominator</li><li>• Revised <b>Denominator:</b> Total number of <i>teleconsultation encounters</i>.</li><li>• Revised <b>Numerator:</b> Number of teleconsultation encounters where the patient was issued a sick leave certificate during the teleconsultation. <b>Numerator Guidance:</b> <i>Count all encounters (rather than patients). If a patient had 3 valid teleconsultations in the quarter, and 2 of those were issued sick leave certificates, count it as 2.</i></li></ul>
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