

## Telehealth - Maintaining Technical Integrity

### 1. SCOPE

- 1.1. MCHS Hospital-Based Ambulatory Care
  - Telehealth
- 1.2. MCHS Clinic Ambulatory Care
  - Telehealth
- 1.3. Facilities and departments included in the scope listed above are further defined in the [Scope Definition Resource Guide](#) if not specifically outlined above.

### 2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. Abbreviations
  - HIPAA: Health Insurance Portability and Accountability Act
  - MCHS: Marshfield Clinic Health System
  - IS: Information Systems
- 2.2. Definitions
  - Telepresenter: is the clinical presenter of the patient at the remote patient site and has a direct patient-provider relationship.
  - Information Systems Technician: is a non-clinical staff member whose primary responsibility is to maintain the integrity of the video network, hardware and respond to Helpline calls.
  - Interactive Telehealth Consult: is a real time, two-way interaction with audio and video, between a patient and consulting provider.
  - Marshfield Clinic Telehealth runs on the proprietary IS network of dedicated 10meg, 30meg, 43meg, T1 or DS3. The hardware and software are all HIPAA compliant as well as the human systems responsible for operation and maintenance of the network.

### 3. POLICY BODY

The policy is to ensure that video and audio quality is maintained at a level sufficient for clinical care during interactive TeleHealth consultations.

#### 3.1. Responsibilities

- a. The Telepresenter is responsible for ensuring the integrity of the quality of audio and video during a clinical consultation between a provider and a patient.
- b. The Telehealth Project Coordinator ensures adequate training in equipment use, communication techniques, and interactive styles successful for communicating clinic information over Telehealth technologies for providers and the Telepresenter.
- c. The Telepresenter ensures adequate communication during a clinical consult via Telehealth technologies between the patient and the consulting provider.
- d. The IS department is responsible for maintaining the integrity of the video network including the network and all hardware.

#### 3.2. The Role of the Telepresenter in maintaining technical integrity:

- a. Demonstrates sufficient clinical competency in the proper use of videoconferencing equipment and in trouble shooting problems during a consultation.
- b. Instruct patients how to communicate via Telehealth technologies prior to consultation.
- c. Observes communication between the consulting provider and patient during the consultation with the exception of Psychiatry consults or for those in which the patient requests the Telepresenter leaves the room.
- d. In the instance the telepresenter is asked to leave the room during a consult:
  - The telepresenter will ensure all equipment is working properly before leaving.
  - The telepresenter will stay for a brief introductory period to ensure two-way communication with the provider.
  - The telepresenter will inform the patient where s/he will be in the event that technical difficulties occur.
- e. If the Telepresenter determines that the provider and the patient did not have proper two-way communication due to technical difficulties or speaking at the same time, the telepresenter will ask the patient or provider to repeat any necessary information.
- f. If the quality of the audio or video is insufficient and is deemed unacceptable to either the patient, the patient's family or the consulting provider; the Telepresenter may request the consultation be stopped and rescheduled.

- g. If there are technical problems during the visit, the Telepresenter will contact MCHS Helpline technician at ext. 9-3456 or 715-389-3456.
- h. or open a Self Service Helpline ticket following the visit to aid in troubleshooting the problem.
- i. MCHS Helpline staff will work to resolve the problem and if they cannot resolve, they will reassign the Helpline Ticket to the Telehealth team to aid in troubleshooting and fixing the issue.
- j. All technology failures can be tracked and analyzed by the Administrative team for causes to help minimize or eliminate repeat technical problems during consultations.

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POLICY

**4. DOCUMENT HISTORY**

Version No.	Revision Description
1.0	Conversion from Policy Handbook to Document Control. Policy 3110.2
2.0	Revised 3.2 g, h, & i with current helpline contact information/process
3.0	Changed 1.1 to Marshfield Clinic Health System Wide Removed Marshfield Clinic Logo, Updated Quick Part in Header, Reformat of Section 2.

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## 5. DOCUMENT PROPERTIES

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