Telehealth Failure of Transmission Protocol

Protocol Summary

The University of Vermont Health Network Failure of Transmission protocol is intended to guide staff on how to respond to a failure in telehealth technology. This protocol is focused on scheduled encounters. The key aspect of this protocol involves the timely notification of a technology failure to the UVMMC Telehealth Help Desk and assurance that the patient receives appropriate follow-up care.

Procedure

- Prior to the start time of a telehealth appointment, the originating site and distant site should exchange relevant phone numbers in the event of a patient no-show or technical problem.
- If equipment or transmission failure occurs, disconnect and attempt to reconnect with video bridge (Zoom). If unsuccessful, provider or designated provider staff should contact UVMMC Telemedicine Department for technical assistance 802-847-8266.
- The staff at the spoke/patient site should move the patient to a location with the predetermined phone line so the telemedicine appointment can be continued, if necessary.
- If the patient needs to be rescheduled, spoke/patient site staff should notify the patient and have appropriate staff reschedule the visit.

Billing

- If a failure of transmission or other technical difficulty arises and the encounter is not completed a claim for the service may NOT be submitted

Contact information for the UVMMC Telehealth Help Desk should be posted with the telemedicine equipment at each site.