

 <p>HAWAII HEALTH SYSTEMS CORPORATION <i>"Touching Lives Everyday"</i></p> <p>Policies and Procedures</p>	Department: Information Technology Division - Telemedicine	Policy No.: TEL 0007
	Issued by: Dennis Sato Vice President & CIO	Revision No.: N/A
Subject: <i>Failure of Telemedicine Equipment</i>	Approved by: Thomas M. Driskill, Jr. President & CEO	Effective Date: 12/13/99
		Supersedes Policy: N/A
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- I. **PURPOSE:** To assure safe and adequate medical care for telemedicine patients.
- II. **POLICY:** Failure of telemedicine equipment to transmit properly will not interfere with the appropriate treatment of the patient.
- III. **PROCEDURE:** In the event of a mechanical failure of the telehealth equipment, an alternate telemedicine workstation and/or videoconference system/site would be utilized. If none are functioning or appropriate, or if there is a network transmission failure, the telemedical consult would be rescheduled. Patients would be advised to see their own physicians, as necessary, or, for emergency consults, the patient will be treated per the policies and procedures of the facility.

A request to repair the equipment would be called immediately to the IS department. The local ISDN service or other carrier would be notified immediately to correct any transmission failures if appropriate.