
 HAWAII HEALTH SYSTEMS CORPORATION <i>Quality Healthcare for All</i> POLICY	Department: Information Technology Department (ITD)	Policy No. TEL 0021A
		Supersedes Policy No. N/A
Subject: Administrative Use of HHSC Video Teleconferencing System	Approved By:  HHSC Board of Directors By: Donna McCleary, M.D. Its: Secretary/Treasurer	Approved Date: January 28, 2021
		Last Reviewed: October 2020

I. PURPOSE:

Establish a standard internal operating procedure for reserving and utilizing the HHSC video teleconferencing (VTC) systems by HHSC Corporate and Facility employees.

These procedures apply, but are not limited, to the following sites:

Hilo Medical Center
Hale Ho'ola Hamakua
Kau Hospital
Kohala Hospital
Kona Community Hospital

Kauai Veterans Memorial Hospital
Samuel Mahelona Memorial Hospital
Leahi Hospital
Maluhia
HHSC Corporate Office

II. DEFINITIONS:

All capitalized terms not defined herein shall have the meaning set forth in the ITD Glossary. Applicable to all ITD policies and procedures.

III. POLICY:

The Technical Services Department (TSD) is responsible for defining and maintaining operational guidelines and procedures for using the HHSC VTC systems.

A. HHSC VTC USE PROCEDURES

1. The VTC Coordinator shall be responsible to maintain the VTC room schedule for their respective Facility or Corporate office. The VTC Coordinator may assist with the conference, but is not responsible for the technical operation of a VTC session (e.g., moving cameras, setting up document feeder, etc.).
2. An HHSC employee interested in scheduling a VTC connection shall be referred to as the Meeting Coordinator. The Meeting Coordinator is responsible to coordinate approval(s) and availability of VTC room(s) with the participating site VTC Coordinator(s).

3. The Meeting Coordinator shall complete a "Video Teleconference System Use Form" (VTSU) for VTC requests and send the form to the VTC Coordinator. The VTC Coordinator shall approve and schedule the VTC via the Scopia User Portal and upload the completed VTSU to Sharepoint.
4. VTC rooms shall be scheduled between the hours of 7:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. Advance scheduling of VTCs is necessary in order to assure technical resources. VTCs scheduled outside of these hours may incur overtime costs.
5. VTC enables HHSC Facilities to communicate and perform organizational and Facility work with each other in a cost-effective manner. It is strongly recommended that all conferences be scheduled via the HHSC Scopia User Portal in order for TSD to be able to troubleshoot and support users of HHSC conference Facilities.
 - a. The designated VTC Coordinator shall schedule the VTC via the HHSC Scopia User Portal. (This presumes the VTC Coordinator has received training from the TSD staff.)
 - b. For technical problems experienced during video-teleconferences, contact the HHSC VTC Hotline at (808) 733-9883.

B. OUTSIDE AGENCY VTC USE PROCEDURES

Please refer to HHSC Policy TEL 0019 Administrative Use of HHSC Video Teleconferencing System by Outside Agencies.

IV. AUTHORITY:

None.

V. RELATED PROCEDURE(S):

None.

VI. REFERENCE(S):

- HHSC Teleconference System Use Form (HHSC VTC Form 1 v1).
- HHSC Teleconference System Use Form Descriptions.