



<p>Team Name: Regional Telehealth Committee</p> <p>Team Lead: Executive Director - Mid</p> <p>Approved by: Executive Director - Mid</p>	<p>Reference Number: ORG.2010.SG.005</p> <p>Program Area: Telehealth</p> <p>Policy Section: General</p>
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STANDARD GUIDELINE SUBJECT:

Telehealth Site Contact – Duties and Responsibilities

PURPOSE:

To outline the Telehealth Site Contact duties and responsibilities relative to Telehealth Services that are in addition to the individual staff member’s roles, responsibilities and job description.

PROCEDURE:

Duties and Responsibilities:

- Provide on-site technical and operational assistance for the site’s MBTelehealth Network, equipment, clients, staff and other Telehealth users for clinical and non-clinical sessions.
- Book telehealth sessions including room bookings and coordination of other room requests.
- Review MBTelehealth daily schedule on iScheduler and accept or reject event as soon as possible - no later than 48 hours prior to the event.
- Coordinate with local staff the required supports for clinical, educational and administrative sessions.
- Inform scheduling conflicts with site manager and provide recommendations for resolution
- Report equipment issues to MB Telehealth Service Desk at 1-866-667-9891.
- Provide and support training to Telehealth users; offering further resources available at: <http://www.mbtelehealth.ca/>
- Maintain regular communication with immediate supervisor, and/or site manager.
- Act as the liaison between MBTelehealth, MBTelehealth Facilitator eHealth Solutions (FeS) and the Southern Health-Santé Sud site manager.
- Actively participate in local site telehealth meetings; identifying strengths, issues, opportunities for improvement and suggested solutions for improved processes.
- Adhere with MBTelehealth and Southern Health-Santé Sud Telehealth policies, procedures and standard guidelines.
- Participate in meeting expected standards of care, including accreditation standards and best practise.