



Team Name: Regional Telehealth Committee  Team Lead: Regional Lead - Community & Continuing Care  Approved by: Regional Lead - Community & Continuing Care	Reference Number: ORG.2010.SG.001  Program Area: Telehealth  Policy Section: General
Issue Date: May 27, 2016  Review Date:  Revision Date: April 28, 2022	Subject: Telehealth Survey and Summary

*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

**STANDARD GUIDELINE SUBJECT:**

Telehealth Survey and Summary

**PURPOSE:**

The Telehealth Survey and Summary is used to seek and evaluate client and user feedback and identify opportunities at both the local and regional program level. This survey compliments the eHealth/MBTelehealth balanced scorecard process.

**PROCEDURE:**

The Telehealth Client Survey (ORG.2010.SG.001.FORM.01) is offered to all clients using Telehealth equipment for sessions in Southern Health-Santé Sud Telehealth sites. The survey can be physically offered to clients upon arrival at the site, or left in the Telehealth room for clients.

The client submits the completed survey either by leaving it in the Telehealth room, or by presenting the survey to Southern Health-Santé Sud staff.

The surveys are summarized using the Telehealth Client Survey Summary (ORG.2010.SG.001.FORM.02) three times per year.

Months Surveys Received In	Months Summarized
April, May, June and July	August
August, September, October and November	December
December, January, February and March	April

The summary is reviewed at a site level between the Telehealth site contacts and the Telehealth Manager. Issues that can be resolved at a site level are implemented. The resolution is included in the summary document.

The Summary is then sent to the Regional Lead – Community & Continuing Care. The summary documents from all the Telehealth sites in Southern Health-Santé Sud are collated into a regional summary report. The regional summary report is reviewed by the Regional Telehealth Committee. Issues are resolved at the regional level or MBTelehealth is engaged in the resolution process.

The regional summary report is shared with all the Telehealth Site Managers and Telehealth Primary Site Contacts.

**SUPPORTING DOCUMENTS:**

[ORG.2010.SG.001.FORM.01](#)

Telehealth Client Survey

[ORG.2010.SG.001.FORM.02](#)

Telehealth Client Survey Summary