

TITLE	Telehealth Tiered Support
TODAY'S DATE	May 1, 2020
SECTION	<input type="checkbox"/> Organization Wide <input type="checkbox"/> Emergency Department <input type="checkbox"/> Inpatient <input checked="" type="checkbox"/> Ambulatory <input type="checkbox"/> Nursing <input type="checkbox"/> Medical staff [physicians and advance care practitioners]

APPLICABLE LOCATIONS	<input type="checkbox"/> All Bozeman Health locations <input checked="" type="checkbox"/> Bozeman Health Deaconess Hospital <input checked="" type="checkbox"/> Big Sky Medical Center	<input checked="" type="checkbox"/> Belgrade Clinic + UrgentCare <input type="checkbox"/> Hillcrest Senior Living <input type="checkbox"/> b2 UrgentCare <input type="checkbox"/> b2 MicroCare
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VERSION DATE	05012020.1
CONTRIBUTORS	Sarah Compton, Caryl Perdaems, Louis Mendiola, Kristin Seubold
APPROVED BY	Incident Command
APPROVAL DATE	May 1, 2020

PURPOSE:

In order to maintain a level appropriate support to providers and care teams as they transition back to traditional models of care delivery the Bozeman Health Telehealth Program will utilize a tiered approach to assuring support to care teams and providers.

POLICY/PROTOCOL:
Level I Support:

End user support for common questions and issues will be located within clinics utilizing telehealth and routed to clinic super users and provider champions. These types of issues include working with patients to troubleshoot hardware and software issues as it pertains to platform usability, and questions about navigating and utilizing the functionality of the telehealth platform(s).

Level II Support:

Support and troubleshooting any questions related to telehealth within Epic, questions about permissions within the telehealth platform, or any issues that cannot be resolved by the Level 1 support team will be routed to the appropriate member of the Applications and Informatics team and/or the Telehealth Program Coordinator.

Level III Support:

Support that requires the highest level of intervention as it relates to significant disruptions in platform functionality that requires interfacing with vendors, questions about CMS or state-specific regulations, or any issues that cannot be resolved by the Level 2 support team will be handled by, or fielded to, the appropriate leader including the Program Coordinator, System Director, the telehealth task force and/or other Subject Matter Expert.

NOTES:
OTHER POLICIES/PROTOCOLS TO REFERENCE:

SCOPE: We anticipate these adjustment to be temporary and reserve the right to revise or discontinue these adjustments with or without notice depending on the current understanding and/or business needs of Bozeman Health relating to COVID-19.