

MUSC Telehealth REACH Down-Time Protocol

Context:

This protocol should be used when there is a service interruption in REACH Telehealth services; such as weather emergencies or planned down-time for maintenance.

Procedure:

1. Call ATC and Fax Demographics per existing protocol.
2. Be prepared to conduct a provider to provider telephone consult.
3. Radiology images should be pushed to Life Image for MUSC provider viewing if necessary.
4. The MUSC provider will discuss treatment recommendations with primary site provider.

