

MUSC Neuroscience Telehealth Recommendations: Down-Time Procedure

Context:

During weather emergencies or other circumstances where the REACH platform connectivity is compromised or unavailable, the below protocol will be implemented to provide care for Neuroscience Telehealth patients.

Procedure:

1. Call ATC to schedule consult per existing consult request protocol.
2. Be prepared to conduct consult via telephone if Reach platform video/audio is non-functional.
3. Radiology images pushed, via PACs, to Life Image for provider viewing at MUSC facility.
4. The MUSC physician will discuss conclusions and treatment recommendations with primary site physician/family via telephone.

