



343-NonDOH March 2011

Snohomish Health District

SUBJECT: Guideline for Use of Videophone
for DOT and DOPT

Effective Date: January 1, 2002

Purpose: Provide health care workers with criteria for use of videophones in the administration of directly observed therapy (DOT) for TB clients.

Philosophy: The use of video equipment for health care workers to view client in the home setting has been described as a cost effective and satisfying to clients receiving video home visits.

Procedure:

1. Criteria for client selection;
 - a. Informed consent must be obtained from client or designee before beginning the use of video visits.
 - b. During initial visit an assessment will be conducted to determine access to utilities and safety appropriate for the equipment.
 - c. The client may un-enroll from video visits at any time without fear of retribution.
 - d. Clients must demonstrate the ability to use and maintain the equipment.
 - e. Planning for an interpreter must be taken into consideration to assure discrimination does not occur.
 - f. Client who cannot demonstrate the ability to use the equipment will be excluded for participation.
 - g. Clients will be trained and provided written instruction regarding use of equipment in their home.
 - h. Clients will not be viewed through the video without their knowledge or prior written consent.
 - i. Client satisfaction regarding video visits will be part of the ongoing use the procedure.
 - j. The first and last home visit will be in person and not through video equipment.
2. Health Provider Criteria:
 - a. Video visits may be provided by an RN, LPN, or outreach worker.
 - b. Each video visit will be documented in the client record when recording the DOT dose.
 - c. All health care providers will be trained on the use of video equipment to include client confidentiality.
 - d. In case of technical failure, an in person visit will be done.
 - e. Clients will be provided clear instructions on who to call for emergency medical needs to avoid delay in need for "911" emergency care.

- f. Program will provide a plan to cover video visit if case manager or regular staff is absent.
3. Technology Criteria:
- a. The technology used should be based on the client's needs and reliability in care and maintenance of the equipment.
 - b. Equipment will be checked for functionality at the beginning of starting a new client and in between each client use. Equipment will be cleaned between each client use.
 - c. Written instruction developed by the manufacture of the equipment will be maintained for staff use.
 - d. Safety instructions will be given to clients and reviewed on installation.
 - e. Client instructions on whom to call for trouble shooting equipment will be provided to clients and staff.