

Program/Project name  
Disease Management Protocol

All veterans enrolled in the Program/Project name using the in-home messaging device will have:

1. assignment of an appropriate dialogue, single, dual, or trimorbid that reflects their primary medical problem. If these problems should change then the appropriate dialogue will be substituted.
2. monitoring of their questions and answers daily, during the administrative work week
3. daily review of “red flags” to determine need for intervention. The (staff member) will assess the red flags for individual patterns and contact the veteran and/or primary care provider as warranted. Referrals to the primary care provider or evaluation area will be made for a significant change in condition.
4. a follow-up phone call whenever there has been at least three consecutive days without a response to the daily questions. Veterans are instructed to contact the program office if they will be out of town or otherwise unable to answer their daily questions.
5. a quarterly progress note with co-signature by their primary care provider and other progress notes or consults as appropriate.
6. preventive maintenance per vendor Network contract. The in-home messaging device does not meet the Medical Center’s criteria for inclusion in the preventive maintenance program and is so tagged by Biomedical Engineering Service.
7. appropriate disinfection of their device in accordance with the vendor Network contract for such care.

Program/project name  
Audio-Video Telemonitoring Protocol

All veterans enrolled in the Program/Project using audio-video home telehealth equipment will have:

1. been selected due to their high-risk medical problems that would benefit from frequent monitoring with peripheral biometric devices or have psychosocial issues that might benefit from frequent face-to-face contacts.
2. scheduled visits at their convenience and based upon the severity of their disease state.
3. regular review of their symptoms to determine need for intervention.  
The (staff member) will assess symptoms and contact the primary care provider as warranted.
4. consideration to change to other technology if they request to do so and have been assessed as needing more or less monitoring due to a change in their health.
5. a quarterly review note with co-signature by their primary care provider.
6. preventive maintenance per Medical Center policy. The audio-video unit (videophone) does not meet the Medical Center's criteria for inclusion in the preventive maintenance program and is so tagged by Biomedical Engineering Service. The audio-video unit with biometric devices does meet inclusion criteria and is tagged with a green preventative maintenance sticker. Maintenance of their home telehealth equipment will happen at every televisit, and their home unit will be inspected per Biomedical Engineering Service criteria that is at least annually.
7. appropriate disinfection of their home telehealth unit in accordance with vendor specifications. All telemonitors with biometric devices will be sanitized per Biomedical Engineering Service policy.