Organisation name Site or unit		FORM Digital access check and alternative route record	
Document ID	TEL-FRM-001	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Form · TEL-FRM-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 27.1

1. Purpose

Records whether the patient can connect to the telemedicine service and, where they cannot, the alternative route taken.

2. How to complete

- Check the patient's device, connection and digital ability at booking.
- Record the outcome of any failed connection.
- Record the alternative route and the date it was completed.

3. Checks

Check	Entry
Device and connection available (yes or no)	Yes
Digital ability (adequate or needs support)	Yes
Connection failed (yes or no) and time	Yes
Alternative route (referral, call-back, in person)	Yes
Completed and by whom	Yes

4. Evidence

Reference	Note
E-009	Based on the WHO Recommendations on digital interventions for health system strengthening (2019) and the WHO Ethics and governance of artificial intelligence for health (2021).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

5. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

6. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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