Organisation name Site or unit		FORM Technical failure and follow-up record	
Document ID	TEL-FRM-007	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Form · TEL-FRM-007 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 27.17

1. Purpose

Records each failed remote consultation, the follow-up made by another method, and any escalation.

2. How to complete

- Record the time and cause of the failure.
- Record the call-back method, time and outcome.
- Record any escalation and the action taken.

3. Checks

Check	Entry
Consultation (date, ID) and cause of failure	Yes
Call-back method and time	Yes
Patient reached (yes or no)	Yes
Escalation (yes or no) and action	Yes
Recorded by	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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