Procedure · TEL-SOP-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 27.17

At a glance

- When a consultation fails because of a technical problem, the clinician contacts the patient by another method the same day (TEL-FRM-007).
- A patient who is unwell is never left without contact.
- If the patient cannot be reached, the route is escalated to the on-call clinician.
- Each failed consultation is recorded and followed up.
- Stop and get help straight away if: a patient with chest pain whose call dropped is not called back.

1. Purpose

To make sure a failed remote consultation does not leave a patient without care (27.17).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A video call that drops in the middle of a consultation, especially one where the patient is unwell, must not leave the patient without help. A clear route to reach them by another method keeps the patient safe.

5. Responsibilities

Role	Responsibility	Competence
Telemedicine service lead	Owns the failure route	Clinician or manager
Treating clinician	Makes the call-back and records it	Clinician

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Call back.

- Contact the patient by another method (phone or in person) the same day.

Key point: Contacted.

Step 2. Escalate.

- If the patient cannot be reached, escalate to the on-call clinician, and for urgent symptoms advise emergency care.

Key point: Escalated.

Step 3. Record.

- Record the failure and the follow-up on TEL-FRM-007.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Failed consultations with a same-day follow-up	100%	Monthly	Telemedicine service lead	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
TEL-FRM-007	Technical failure and follow-up record	Record

17. 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.

18. Change history

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

E-learning for this document

- Remote Clinical Assessment & Limitations Recognition (TELE-03)

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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