

**RESERVATION AND CANCELLATION OF
TELEMEDICINE CONFERENCES**

POLICY: It is the policy of NARBHA that consistent procedures are established and followed for scheduling and cancelling telemedicine conferences.

PROCEDURES:

A. Telemedicine Conference Requestor Responsibilities

1. The NARBHA meeting requestor reviews the NARBHA Conference Room Calendar online to ensure there is room availability for the date(s) they are requesting (at www.rbha.net).
2. The NARBHA meeting requestor completes the online Telemedicine Request Form (at www.rbha.net). An e-mail notification is automatically sent to the requestor and the site coordinators linked to the selected sites, requesting that invited sites accept or decline the request using the web-based tools.
3. When a meeting requestor schedules a meeting within one business day of the meeting time, the meeting requestor is required to notify NARBHA Telemedicine Staff by telephone or in person to ensure that the schedule request is accommodated.
4. If there is a possibility that the meeting may run over the scheduled amount of time, it is the responsibility of the meeting requestor to schedule extra time at the end to allow the meeting to finish and clear the connected sites. Videoconferences will automatically disconnect at the end time specified by the meeting requestor.
5. NARBHA Telemedicine Staff schedules the requested videoconference in the videoconferencing bridge to include all confirmed sites. Sites that do not respond to the meeting invitation are considered to have declined the invitation.
6. Whenever possible, NARBHA Telemedicine Staff schedules a half-hour pretest for each meeting.
7. It is the responsibility of the meeting requestor or the requestor's designee to invite meeting participants to the meeting and to distribute meeting materials/handouts/agendas.
8. It is the responsibility of the meeting requestor or the requestor's

designee to check the telemedicine website prior to the meeting to find out which invited sites have agreed to participate in the meeting.

9. It is the responsibility of the meeting requestor or the requestor's designee to request peripheral equipment (document camera, laptop connection, projector and screen, wireless mouse, DVD recording, etc.) a minimum of 24 hours before the meeting time. These requests can be made on the scheduling website, via email or phone, or in person to the NARBHA Telemedicine Staff.
10. It is the responsibility of the far-end participants to notify their telemedicine coordinator to reserve the videoconference room and to respond "yes" to the web invitation.

B. Cancelling Telemedicine Conferences

1. The NARBHA meeting requestor cancels the meeting by informing the NARBHA Telemedicine Staff by email or phone. NARBHA Telemedicine Staff cancels the meeting using the www.rbha.net website; an e-mail notification is automatically sent to the requestor and the site coordinators linked to the selected sites, informing them that the meeting is cancelled.
2. When a meeting requestor cancels a meeting within one business day of the meeting time, the meeting requestor is required to notify NARBHA Telemedicine Staff by telephone or in person to ensure that the meeting is removed from the bridge and the conference room is made available on the NARBHA Conference Room Calendar.
3. Upon receipt of a videoconference cancellation notice, NARBHA Telemedicine Staff cancels the meeting via the online web tool. An e-mail cancellation notification is automatically generated and sent to the site coordinators at the affected sites.
4. The Telemedicine Staff "unschedules" the meeting in the bridge.
5. It is the responsibility of the meeting requestor or the requestor's designee to notify meeting participants of the meeting cancellation.

C. Changing Telemedicine Conferences

1. The NARBHA meeting requestor submits a request to the NARBHA Telemedicine Staff via email or phone to change the meeting (date, time, duration, invitees, description, etc.).

2. NARBHA Telemedicine Staff changes the meeting via the online web tool. An e-mail change notification is automatically generated and sent to the site coordinators at the affected sites.
 3. The Telemedicine Staff changes the meeting in the bridge and NARBHA Conference Room Calendar.
 4. It is the responsibility of the meeting requestor or the requestor's designee to notify meeting participants of the meeting change.
- D. NARBHA staff are trained in the use of the online Telemedicine Request Form and the videoconference reservation and cancellation processes during the telemedicine orientation for new hires.

MONITORING:

The Telemedicine Program Manager reviews documentation of scheduling problems when conflicts arise.

APPROVED:

11/15/07
Mick Pattinson, Ph.D. DATE
Chief Executive Officer

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