



## Northwest TeleHealth Network Membership

Welcome to NW TeleHealth. By signing this agreement, you are choosing to participate in the Northwest TeleHealth video conferencing network. Northwest TeleHealth is a division of Inland Northwest Health Services.

This letter of understanding is between XXX (“Customer”) and Inland Northwest Health Services (INHS).

### **INHS and NWTN Responsibilities:**

- Provide estimates for equipment cost and installation. Price will include cost of equipment and price for NWTN to complete planning and installation.
- Provide assistance with integration of video conferencing equipment with simple room based display systems. Requests to integrate video conferencing into other more advanced systems will require separate project approval from the NWTN Director and is not covered by this membership.
- Maintain manufacturer warranties and support on all installed video and network equipment.
- Troubleshoot outages and coordinate failed equipment replacement to minimize downtime at each location.
- Provide technical support for all scheduled events, Monday through Friday from 6:30AM to 6:00PM (Monday-Thursday) and 6:30AM-5:00PM (Friday) (*A scheduled event is any event that has been prearranged using the NWTN scheduling system at least 48 business hours in advance of the event date.*)
- Upon completed installation and testing, INHS will provide initial on-site training and system orientation for local site coordinators, users, and technical support personnel, which includes operation of equipment, technical support, and procedures for scheduling and event planning.
- Provide ongoing support and training for site coordinators using email, telephone, one-on-one video conferences and/or during monthly site coordinator meetings.
- Provide documentation that includes site contact information for all member sites and NWTN support personnel and scheduling and operational procedures. An electronic file containing the site contact list will be provided on a quarterly basis or as changes occur.
- Assure that the member site can connect with other INHS network sites with similar video conferencing equipment.
- Provide access to unlimited point-to-point dialing between all member sites on the INHS network.
- Maintain multipoint bridging services and access to off network video conferencing sites using Internet and ISDN services.
- Maintain updates to the network address book used by each video conference unit for making point-to-point calls.
- Provide a common scheduling tool that allows member program requesters to post programs available to member sites.
- Provide a common reservation system that allows sites to request participation for programs made available to them by other video conferencing sites.
- Maintain a satellite downlink at INHS that allows sites to access programs offered from program providers who use this delivery system.
- Assist event requesters and program providers with event planning and production information upon request.
- Create relationships with internal and external program providers to deliver quality healthcare events to meet the program needs of member sites.

## Customer Responsibility

- Maintain dedicated T1 or equivalent connection to the INHS Network.
- Provide on-site facilities person to assist INHS technical team during installation.
- Notify INHS of any plans to add/delete or otherwise modify or change the setup of any piece of equipment that has been installed and supported by INHS. Integration of video conferencing equipment is very possible, however changes may impact the basic function of the equipment.
- Replace or repair any video or network equipment that is damaged through improper usage, theft or vandalism.
- Support Audio/Visual equipment not installed by INHS.
- Replace existing equipment deemed by the manufacturer as having reached “end-of-life” and no longer supported.
- Purchase any new equipment for customer site expansion of video conferencing capabilities.
- Create support and maintenance agreements with Audio/Visual installation and equipment vendors to support any AV equipment that may be added or interfaced to the equipment provided by INHS.
- Select and identify a person(s) to function as a local “site coordinator” who will be responsible to schedule video conferences, operate equipment during an event, notify Nwth of problems, report on site event participation (statistics) and act as the local liaison with the Northwest TeleHealth system.
- Notify Nwth of staffing changes that will impact support for video conference events. Schedule training for any new site coordinators locally and with Nwth.
- Coordinate all multi-site or off network calls with Nwth staff to assure that shared resources are available for the planned events.
- Assist event requesters in making video conference reservations using common software tools provided by INHS for all member sites available at: [www.nwtelehealth.org](http://www.nwtelehealth.org) . If requesters are unable to use scheduling system, then Site Coordinators would be responsible for providing information to the system for events hosted at their location.
- Use Site Coordinator manual provided in initial training as a resource when questions arise.
- Maintain a hard copy of the current site contact list in each video conference unit.
- Responsible for payment of membership fee at \$XX per month due 30 days from invoice date. Late fees of 1% per month will be due on all accounts over 30 days. Maintenance costs for additional video conferencing systems will be charged \$XX/month/system.
- Any connections made to sites outside of the INHS network to non-certified/off-network sites will incur an \$XX one-time charge to certify this site.
- Make payment arrangements for costs associated with Nwth technical support needed for any event outside of normal business hours.
- Cover expenses incurred for conducting operator-supported events, long distance toll charges or other production related costs.
- Pay any program fees charged by event originator to recover program or delivery costs.
- Identify ongoing programming needs to Nwth.

## Other Terms

- Nwth is not responsible for programming or the content of the programming provided by event requesters.
- Nwth is not responsible for participant or site fees associated with programs, including any costs associated with continuing education credits.
- Both parties agree to comply with all requirements under state and federal law relative to their obligations under this agreement.
- The term of this agreement shall be for one year commencing DATE. This agreement will automatically renew for subsequent one (1) year unless terminated 60 days prior to anniversary date by either party upon written notice to the other part.
- Membership and maintenance fees may be increased annually upon 60 days written notice.