MOUNTAINEER DOCTOR TELEVISION
Robert C. Byrd Health Sciences Center
P.O. Box 9080, 3019 HSC North
Morgantown, WV 26506-9080
PHONE: (304) 293-6926
OR: (800) 699-MDTV
FAX#: (304) 293-8565

Fax Cover Sheet

Date: _____

TO: Donna Hammack

COMPANY: Good Samaritan Hospital Foundation

FAX#: (308) 865-2933 TEL#: _____

FROM: Bob Lexington

RE: survey information

Number of pages including cover sheet: 7

Message:

Comments Regarding Universal Service CC: Docket No. 96-45

December 12, 1996

Mountaineer Doctor TeleVision- MDTV
State Wide Telemedicine System
Robert C. Byrd Health Sciences Center
of West Virginia University
P.O. Box 9080
Morgantown, WV 26506
(304) 293-6926 or (304) 293 8565-FAX

Q: What level of bandwidth are you currently using?

A:. Dedicated T-1, 1.544 mbps.

Q: What is the monthly rate for this service? (On Average)

A: $19.500 per month. $234,000 per year (15 sites x $1300 per mo. per site)

Q: What is the rate for this in the nearest urban area?

A: We have not been give firm pricing for urban areas. Mileage and LATA boundaries play a key role in dictating pricing for urban and rural markets. Taking the signal through additional phone offices effect the price as well.

Q: What monthly rate would you pay if you were to order the other listed level of service instead?

A: Our current service is available 24 hours a day, 7 days a week.
$ 25920 for 384 Kbps ISDN
$36.00 per hour 24 hours a day for 30 days.

Q: Would an infrastructure upgrade be required to provide you with any of these service levels? What would it cost?

A: Many areas of West Virginia do not have access to ISDN. Digital switching is not available to many of the smaller private phone companies serving rural areas of the state which need the telemedicine services the most. We do not have access to pricing on what it would cost to outfit a phone company with digital switching. With our current T-1 service we are charged an installation fee of over $1,600.00 to establish T-1 service.

Q: If any level of bandwidth were available to you at the rate charged for the same service in the nearest urban area, which level would you choose?

A: ATM technology. 155 Mbps

Q: If local access to the Internet is not available, what is your monthly expenditure to reach an Internet Service Provider (ISP)?

A: For 28.8 dial up access from an area where a long distance call is required, the charges range from .07 per minute to .28 per minute. This does not include the monthly service fee that averages $20.00 per month.

Q: Are you charged for traffic between Local Access and Transport Areas (LATAs) at rate above those paid by customers in the nearest urban area of your state?

A: Mountaineer Doctor TeleVision is a state-wide telemedicine program. We are charged for crossing LATA boundaries with our signal.

Q: What is the relative value, in terms of quality of care, of access to ISDN, 384 Kbps and T-1 level service or the equivalent? Which levels of bandwidth are necessary for the provision of which types of health care services?

A: For the MDTV system anything less than T-1 (1.544 Mbps) that allows transmission of NTSC video has been unacceptable to our providers. Problems encountered during transmission of video via telephone lines is amplified at lower bandwidths when part of the service is allocated to non -video uses such as data, teleradiology and electronic stethoscope transmission. Our health care professionals firmly believe that anything less than the best picture that we can give them is unacceptable.

Q: How would you compare the use of telemedicine to other types of health care delivery? What are your reasons for using telemedicine in a given instance? Are there specific benefits of using telemedicine that should be identified for decision makers?

A: In the experience of our providers and patients at remote sites, the major benefit of telemedicine is the issue of access to speciality care. 35 of West Virginia's 55 counties are designated as medically underserved. In counties where medical service is available, it is often limited to the most basic of services. Patients in West Virginia travel many hours for visits with specialist for such seemingly common problems such as diabetes and arthritis. Travel to seek healthcare has created a tremendous hardship for patients and their families. The expense of travel has put a financial drain on their resources. In surveys that we have done, the access and convenience to healthcare has been the overwhelming attraction of telemedicine.

Q: How many rural health care providers eligible for universal service support are using telemedicine? Where are they located?

A: There are 15 locations in West Virginia's state-wide telemedicine system. (See map enclosed)

Q: How many rural health care providers eligible for universal support are not currently using telemedicine? Where are they located? What is the level of infrastructure build out available to them?

A: In West Virginia's 55 Counties there are over 75 locations providing medical services that may qualify for universal service support to provide bandwidth for a wide range of services.
Most of the T-1 service already in place is offered through existing copper phone line infrastructure. The small local exchange carriers (LEC's) use T-1 technology to provide basic phone service throughout their service areas. The overwhelming majority of the state is currently able to support T-1, 1.544 mbps service.

Q: Where and at what rate are Internet Service Providers (ISPs) expanding in rural areas of the country? Can you estimate the cost of providing toll- free access?

A: A large number of Internet Service Providers have expanded across the state of West Virginia. Telephone, Cable and Newspaper companies are providing service to many of these rural areas. These groups are able to afford the cost of the bandwidth to support a larger number of users. Many of the independent providers provide SLIP-PPP access via ISDN technology. Toll free access remains a road block for many of the providers to reach the most rural areas of the state.

Q: Do Insular areas experience a disparity telecommunications rates between urban and rural areas? (Please supply demographic information including the size of cities in these areas.)

A: Charges increase by taking the signal through various offices to rural areas. Below is an example of two T-1. 1.544 Mbps circuits, taking the circuit 13 additional miles to the rural location, through an additional telephone office increased the cost by over 100 percent. (Note the local channel charges associated with going through additional offices).

T-1 Service 1.544 Mbps
Urban Area

Huntington WV (pop. 54,844) to Charleston WV (pop. 70,932)	43 miles
1 Inter-office channel 47 miles included in channel charge	$475.20
Total Cost for circuit	**$475.20 per month**

Rural Area

Madison WV (pop. 3,051) to Charleston WV (pop. 70,932)	56 miles
Local channel #1	$500.00
Local channel #2	$501.55
23 miles included in channel charge	
Total cost for circuit	**$1001.55 per month**

Q: Are technological changes expected to increase or decrease the demand for bandwidth for telemedicine? How quickly are such technological changes expected to occur? Are they likely to affect particular medical specialties more than others?

A: Technological changes are having an effect on telemedicine. In response to the high telecommunications costs associated with telemedicine systems many lower bandwidth solutions have appeared in the past few years. Store and forward technologies which use Plain Old Telephone Service (POTS) are popular solutions for many users. Compression schemes have enabled video applications to be used with less bandwidth. The quality of these changing technologies is the center of much debate. It appears that the current trend is to increase bandwidth. Vendors are now marketing a larger number of products that do not support speeds at or below 1.544 mbps. DS3 and Asynchronous Transfer Mode (ATM) with bandwidth speeds in the 45 and 155 Mbps respectively, are now popular solutions for video and data applications. Telecommunications carriers proclaim that "bandwidth is not a problem". Although many carriers have capacity to offer expanded services, the cost associated with these services forces many users to sacrifice quality and select solutions that are not ideal for the application. Teleradiology services have been using a large number of ISDN lines to provide service to many areas. While it may be popular for many data applications ISDN for full motion video applications may prove to be out of many users price range. (See example below)

Example of Using 384 Kbps (marginal quality for medical application)

Hub Site location

1 ISDN BRI Circuit- 128 Kbps (2 channels)	$20.00
1 ISDN BRI Circuit- 128 Kbps (2 channels)	$20.00
1 ISDN BRI Circuit- 128 Kbps (2 channels)	$20.00
384 Kbps (6 channels)	$60.00 per month

Remote Site Location

1 ISDN BRI Circuit- 128 Kbps (2 channels)	$20.00
1 ISDN BRI Circuit- 128 Kbps (2 channels)	$20.00
1 ISDN BRI Circuit- 128 Kbps (2 channels)	$20.00
384 Kbps (6 channels)	$60.00 per month

.10 per minute per channel x 6=
.60 per minute @ 384 Kbps x 60 min. (1 hour)= $36.00 per hr.

$36.00 per hour x 25 hours =	$900.00
Total for two sites using system less than 1 hour per day	**$1020.00 per month**

While medical services are the key component of telemedicine systems, educational usage for patients, health professionals and students have increased the usage of this technology. Shared bandwidth uses with radiology, pathology and computer networks increase the need for bandwidth. Multiple uses of telemedicine networks and the need for high quality full motion video make the case for T-1 bandwidth. The most cost effective and most reliable of the T-1 services has been offered through dedicated T-1 circuits.

Dial up service for speeds up to 1.544 Mbps. is currently available. but not to a wide range of users. The current pricing for this service is cost prohibitive for many users. The current pricing in West Virginia for ISDN Primary Rate Interface (PRI) service is in the range of $1200.00 per month. This is for service only, charges are based on a per minute/per channel basis above the service amount. This current pricing prohibits a bandwidth on demand service from being cost effective.

Q: To what extent, and on what schedule, might ongoing network modernization, such as that occurring under private or state-sponsored initiatives, make universal service network upgrades unnecessary?

A: The current trend is to implement Asynchronus Transfer Mode (ATM) technology. While many of the carriers suggest this technology, and the benefits it provides none of the carriers have been able to offer it cost effectively for non-profit health care and educational usage. Most of the carriers are working to partner with large organizations who can support the large initial cost to implement the technology, namely ATM switches.

CMCS

Cumberland Mountain Community Services
Post Office Box 810
Rt. 19, Near SVCC
Cedar Bluff, Virginia 24609

fa

● To:

Name Donna Hammack

Fax Number _____

● From:

Name Henry Smith

Telephone Number _____

Date: 12/13/96

Number of Pages Including Cover 5

Phone: (540) 964-6702

Fax: (540) 964-5669

● Remarks:

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If you encounter problems with this transmission, please call the number listed above.

Questions to Address:

1. Name of project:

Appal-Link, The Southwestern Virginia Telepsychiatry Project

2. Please list each of the project's sites:

Name of Site:	State in which it is located:
Cumberland Mtn. Community Services	Cedar Bluff, VA
Southwestern VA Mental Health Institute	Marion, VA
Dickenson Co. Community Services	Clintwood, VA
New River Valley CSB	Radford, VA
Mt. Rogers CSB	Wytheville, VA
Highlands Community Services	Abingdon, VA
Planning District One Community Services	Big Stone Gap, VA

Please answer the following questions for each of your sites. Use additional sheets if necessary.

3. What is the nearest city of population equal to or greater than 50,000 in your state, and approximately how far are you from its boundary?

City: Roanoke, VA Distance from city boundary: 50-200 miles (depending on site)

4. Name of the project's telecommunications service provider:
FreBon International Corporation/AT&T

5. Level of telecommunications service the project is currently using: (For example, voice grade, 144 Kbps (ISDN), 384 Kbps, T-1 or equivalent)

336 kbps

6. Charges for telecommunications service:

Is there a monthly charge? No ☐ Yes ☒
If yes, how much is the charge? $4,300

Is there a usage-based charge? No ☐ Yes ☒
If yes, how much is the charge? Can't separate from above.

Is there a distance component (such as a per-mile fee) of the charge? No ☐ Yes ☒
If yes, how much is the charge? Can't separate from above.

Was there an installation fee? No ☐ Yes ☒
If yes, how much was the charge? $900-1200 per site (depending on local telephone company.

Is the charge the regular tarrifed rate, or is there a discount from the telecommunications provider? Tarrifed ☒ Discount ☐
If there is a discount, how much is it?

7. How does the project use telecommunications in the delivery of health care? (For example -- to send x-rays, distribute public health information, or perform video consultations. Please identify any occasional or episodic uses, such as might result from an outbreak of disease.)

Telepsychiatry: Medication clinic appointments post discharge from state psychiatric hospital. We currently have 60+ active patients, and conduct 75+ clinic visits monthly. This system allows continuity of care by the same inpatient M.D. into community. Case consultations between community mental health centers and state facility staff. Family visits between inpatient and local families. Commitment hearings. Distance education and training.

10. Do you have e-mail? No ☒ Yes ☐

11. Do you have Internet access? No ☒ Yes ☐
If yes, do you incur long-distance charges by using it?
No ☐ Yes ☐
Please estimate your number of hours of Internet use per month:

_____

12. If you have access to the Internet, please list any purposes other than e-mail (such as accessing databases such as Lexis/Nexis) for which you use it:

_____

_____

_____

_____

8. Could the project provide the services it is currently providing with less bandwidth? What effect would a lesser level of bandwidth have? (The implications of using greater or lesser levels of telecommunications services are related to image transmission time. What would the be the impact if the health care activities for which you now use telecommunications took twice as long, or if they could be completed in half the time?)

We have determined that 336-384 kbps is the lowest acceptable band width for telepsychiatry service. Some projects are attempting 128 kbps. We consider this invalid for accurate psychiatric evaluations. We used 768 kbps in our first year. We see no benefit to this higher band width and cost was two times current.

9. What would the implications of having a greater level of bandwidth be?

We accept 336-384 kbps as all we need for current applications. However, note we do not have internet access. Higher levels of band width is less the issue than cost of current band width. We can conduct telepsychiatry very well 336 kbps, but it is not cost affordable.

DEACONESS-BILLINGS CLINIC
HEALTH SYSTEM

FAX

Date 12/16/96

Number of pages including cover sheet 2

TO: Orren E. Cameron III
Rural Utilities Service

Donna Hammack
Good Samaritan Hosp. Found.

Phone

Fax Phone 202-720-4099
308-865-2933

CC:

FROM: Helma McCloskey Armstrong
Eastern Montana
Telemedicine Network
Marketing and Regional Services
2800 Tenth Avenue North
P.O. Box 37000
Billings, Montana 59107

Phone (406) 255-8425
Fax Phone (406) 255-8405

REMARKS: ☐ Urgent ☒ For your review ☐ Reply ASAP ☐ Please Comment

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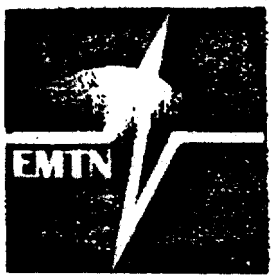

Eastern Montana Telemedicine Network

Program Office
Deaconess Medical Center
2800 Tenth Avenue North
Billings, Montana 59101
Ph. (406) 657-4870
Ph. (800) 325-1774
Fax (406) 657-4875

Participating Sites

Behavioral Health Clinic
Billings, Montana
(406) 255-8550

Colstrip Medical Center
Colstrip, Montana
(406) 748-3600

Community Memorial Hospital
Sidney, Montana
(406) 482-2120

Eastern Montana Community
Mental Health Center
Miles City, Montana
(406) 232-0234

Fallon Medical Center
Baker, Montana
(406) 778-3331

Frances Mahon Deaconess
Hospital
Glasgow, Montana
(406) 228-4351

Glendive Medical Center
Glendive, Montana
(406) 365-3306

Montana Hospital
Association
Helena, Montana
(406) 442-1911

Roosevelt Memorial Hospital
& Nursing Home
Culbertson, Montana
(406) 787-6281

1. **Project Name:** Eastern Montana Telemedicine Network

2. **Name of Sites:**
   Deaconess Billings Clinic Health System
   Deaconess Behavioral Health Center
   Eastern Montana Community Mental Health Center
   Glendive Medical Center
   Sidney Health Center
   Fallon Medical Complex
   Colstrip Medical Center
   Roosevelt Memorial Hospital
   Frances Mahon Deaconess Hospital
   Montana Hospital Association

Questions 3 - 6
Please refer to attached spread sheet

7. How does the project use telecommunications in the delivery of health care?
The Eastern Montana Telemedicine Network is an interactive videoconferencing network that provides medical and mental health consultation services,continuing medical and higher education, administrative and telebusiness services throughout eastern Montana. Medical consultation can be provided by a full array of specialist including 24 hour a day access to the Deaconess Billings Clinic Health Systems Emergency Department.

8. Could the Project provide the services it is currently providing with less Bandwidth?
Absolutely Not. When the EMTN designed its network, we made some very difficult decision based on the economic realities of telecommunication costs. We are using the **MINIMUM** acceptable bandwidth. For many of our consultative activities such as pathology, speech pathology and neurology full T-1 service would enable us to maximize the quality of the diagnostic information received by our consultants.

9. What would the implication of having a greater level of bandwidth be?
As stated above, better quality of diagnostic imaging and live transmission thereby improving the diagnostic capabilities of our health care providers.

10. Do you have e-mail?
At the present time none of the EMTN sites except the Montana Hospital Association (MHA) and the Network hub at Deaconess Billings Clinic Health System (DBCHS) have E-Mail.

11. Internet Access?
All sites have access to the internet but would pay a long distance charge for those services.
DBCHS and the MHA do not pay long distance rates for internet.

Eastern Montana Telemedicine Network

Sites	Mileage	Carrier	Service	Monthly Costs	Usage	Install	Per mile Fee/Fixed Portion	Discounted
Behavioral Health	0	US West	384 kbps	$200.00	n/a	$ 1,200.00	$12.04 per mile/$104.00	Tariffed
Billings	0	US West	384 kbps	$ 1,945.40	n/a	$ 1,200.00	$12.04 per mile/$104.00	Tariffed
Colstrip	120	US West	384 kbps	$ 934.04	n/a	$ 1,200.00	$12.04 per mile/$104.00	Tariffed
Glendive	222	US West	384 kbps	$ 1,186.66	n/a	$ 1,200.00	$12.04 per mile/$104.00	Tariffed
Sidney	272	US West	384 kbps	$ 922.00	n/a	$ 1,200.00	$12.04 per mile/$104.00	Tariffed
Culbertson	309	US West	384 kbps	$ 472.77	n/a	$ 1,200.00	$14.99 per mile/$196.00	Tariffed
		Nemont		582.28				15%
Billings Dial-up		AT&T	384 kbps	486.92	$36 per hr	$ 600.00		36%
Helena Dial-up	*89	AT&T	384 kbps	486.92	$36 per hr	$ 600.00		36%
Glasgow	279	Nemont	384 kbps	815.67	n/a	$ 1,200.00	$15.06 per mile	15%
		Valley		815.67				15%
Baker	225	M-rivers	384 kbps	$ 600.00	n/a	$ 850.00		50%
		US West		$ 167.73			$14.99 per mile/$196.00	Tariffed
				$ 9,616.06		$ 10,450.00		

Note - closest town of 50,000 to all EMTN sites is Billings
*except Helena which is closer to Great Falls

PHS Video Conferencing Network

800 East 21st Street, Sioux Falls, SD 605-322-6030 Fax 605-322-6032

Fax

To: Donna Hammack **From:** Delores Schlotterbeck

Fax: 308-865-2700 ~~605-322-6036~~ **Pages:** 13

Phone: 308-865-2933 **Date:** Dec 17, 1996

Re: **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

Sorry I am late.

• **Comments:**

Questions to Address:

1. Name of project:

McKennan Health Services (Part of Presentation Health System)

2. Please list each of the project's sites:

Name of Site:	State in which it is located:
Flandreau Municipal Hospital	South Dakota
Presentation Legal Office - Yankton	South Dakota
Queen of Peace Hospital - Mitchell	South Dakota
[illegible]	[illegible]

Part of Presentation Health System

Please answer the following questions for each of your sites. Use additional sheets if necessary.

* Flandreau Site

3. What is the nearest city of population equal to or greater than 50,000 in your state, and approximately how far are you from its boundary?

City: Sioux Falls Distance from city boundary: 55

4. Name of the project's telecommunications service provider:

US West

5. Level of telecommunications service the project is currently using: (For example, voice grade, 144 Kbps (ISDN), 384 Kbps, T-1 or equivalent)

384 KPS (ISDN)

6. Charges for telecommunications service:

Is there a monthly charge? No ☐ Yes ☒
If yes, how much is the charge? $84.00 per line = $336.00

Is there a usage-based charge? No ☐ Yes ☒
If yes, how much is the charge? If dial out of Lata

Is there a distance component (such as a per-mile fee) of the charge? No ☒ Yes ☐
If yes, how much is the charge? _____

Was there an installation fee? No ☒ Yes ☐
If yes, how much was the charge? unknown

Is the charge the regular tarrifed rate, or is there a discount from the telecommunications provider? Tarrifed ☐ Discount ☒
If there is a discount, how much is it? 20% on the Usage Amount

7. How does the project use telecommunications in the delivery of health care? (For example -- to send x-rays, distribute public health information, or perform video consultations. Please identify any occasional or episodic uses, such as might result from an outbreak of disease.)

We use it for medical consults, also administrative meeting and educational sessions for all types of CME.

8. Could the project provide the services it is currently providing with less bandwidth? What effect would a lesser level of bandwidth have? (The implications of using greater or lesser levels of telecommunications services are related to image transmission time. What would the be the impact if the health care activities for which you now use telecommunications took twice as long, or if they could be completed in half the time?)

They could do administrative and educational sessions, but could not do any consultants. We feel that it takes at least 384 for a medical consult.

9. What would the implications of having a greater level of bandwidth be?

That would even be great asset because it would be less tiling on the unit and would give a clearer picture. But the cost has to ~~[illegible]~~ stay relatively inexpensive

10. Do you have e-mail? No ☒ Yes ☐

will have in the near future

11. Do you have Internet access? No ☒ Yes ☐
If yes, do you incur long-distance charges by using it?
No ☐ Yes ☐
Please estimate your number of hours of Internet use per month:

_____

12. If you have access to the Internet, please list any purposes other than e-mail (such as accessing databases such as Lexis/Nexis) for which you use it:

_____

_____

_____

_____

Questions to Address:

1. Name of project: Site #2

McKinnan Heath

2. Please list each of the project's sites:

Name of Site: State in which it is located:

Please answer the following questions for each of your sites. Use additional sheets if necessary.

Presentation Legal Office

3. What is the nearest city of population equal to or greater than 50,000 in your state, and approximately how far are you from its boundary?

City: Sioux Falls Distance from city boundary: 65

4. Name of the project's telecommunications service provider:

US West Communication

5. Level of telecommunications service the project is currently using: (For example, voice grade, 144 Kbps (ISDN), 384 Kbps, T-1 or equivalent)

128KB (ISDN)

6. Charges for telecommunications service:

Is there a monthly charge? No ☐ Yes ☒
If yes, how much is the charge? $4 per line = $168.00

Is there a usage-based charge? No ☐ Yes ☒
If yes, how much is the charge? depends on who your calling between .25 - .30 a minute

Is there a distance component (such as a per-mile fee) of the charge? No ☐ Yes ☒
If yes, how much is the charge? if you are in the lata or 60 mile Ra No charg

Was there an installation fee? No ☐ Yes ☒
If yes, how much was the charge? unsure

Is the charge the regular tarrifed rate, or is there a discount from the telecommunications provider? Tarrifed ☐ Discount ☒
If there is a discount, how much is it? 20% of usage will be discount

7. How does the project use telecommunications in the delivery of health care? (For example -- to send x-rays, distribute public health information, or perform video consultations. Please identify any occasional or episodic uses, such as might result from an outbreak of disease.)

educational sessions and administrative meetings.

8. Could the project provide the services it is currently providing with less bandwidth? What effect would a lesser level of bandwidth have? (The implications of using greater or lesser levels of telecommunications services are related to image transmission time. What would the be the impact if the health care activities for which you now use telecommunications took twice as long, or if they could be completed in half the time?)

No. It needs at least this amount of bandwidth for quality.

9. What would the implications of having a greater level of bandwidth be?

They would have a better quality at broadcast which would help in educational seminars to see certain features.

10. Do you have e-mail? No ☒ Yes ☐

11. Do you have Internet access? No ☐ Yes ☐ unsure
If yes, do you incur long-distance charges by using it?
No ☐ Yes ☐
Please estimate your number of hours of Internet use per month:

_____

12. If you have access to the Internet, please list any purposes other than e-mail (such as accessing databases such as Lexis/Nexis) for which you use it:

_____

_____

_____

_____

Questions to Address:

1. Name of project:

McKennan Hospital Site #3

2. Please list each of the project's sites:

Name of Site: State in which it is located:

Queen of Peace Hospital, Mitchell, SD

Please answer the following questions for each of your sites. Use additional sheets if necessary.

3. What is the nearest city of population equal to or greater than 50,000 in your state, and approximately how far are you from its boundary?

City: Mitchell Distance from city boundary: 75

4. Name of the project's telecommunications service provider:

US West Communication

5. Level of telecommunications service the project is currently using: (For example, voice grade, 144 Kbps (ISDN), 384 Kbps, T-1 or equivalent)

384 Kbps (ISDN)