

Telemedicine and Transfer Job Aide

Key Tips for Patient Transfers and Using Telemedicine Device

Using the Telemed Machine

When to Use it?

- For an ED to ED consult, when you need a DCMC ED doctor to evaluate and look at the patient to help with management decisions
- As a "soft hand off" . After completing the transfer call to DCMC, offer the family that they can "meet" the docs who will take care of them right now via Telemed as they await transport. Confirm with receiving doc that they can do it, and DCMC ED will help with logistics. **This includes accepting docs for direct admission.**
- Currently, we do not have access to Pediatric Specialists via Telemedicine.

How to Use it?

1. Your ED physician decides a DCMC pediatric telemedicine consultation is needed (or soft handoff)
2. Your ED physician notifies your charge nurse of this request
3. Your ED charge nurse notifies DCMC ED charge nurse (512-324- 0150 best number) and gives patient info/MRN
4. **NOTE: do NOT call the Seton Transfer Center for Telemedicine consultation**
5. Your ED charge nurse place telemedicine video cart into patient room and wakes the cart up from hibernate mode. DCMC charge nurse will get a PEM physician, lower the backdrop screen and prepare to call into the requesting site's teemed cart.
6. **Preference :** Dell will place the call from the DCMC ED to make it easier (all EDs currently on favorites phone list)
7. The requesting site's physician or nurse will always be in the room with the patient during a consultation call
8. **Documentation:**
 - **IF "soft hand off"** - no documentation requirement.
 - **IF a consult call:** A plan of care is made. Outside ED physician should note a PEM consultation was made via Telemedicine; the PEM physician will write a "Telemedicine Consultation" in the heading of the Compass note. Consultation note on the chart detailing in writing the H&P, as well as the ultimate recommendations



Pre-Consult

ED Docs at your site do not need to complete the entire workup prior to transfer. If they know early they will need to transfer (even direct admit) please call any of our DCMC docs directly to start talking about the plan. Use the direct phone lines listed below



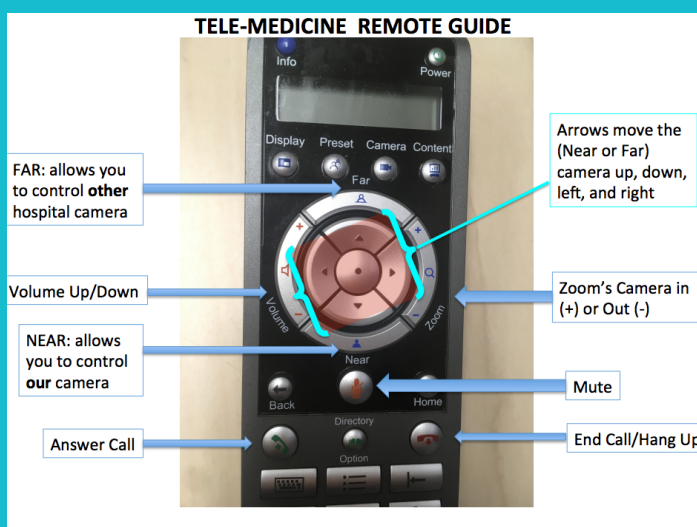
Services for Families

All sites have been given a brochure to hand to families that explains services provided at DCMC prior to transfer. Please hand to families and remind them that we have services to support meals, housing and transport.

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HOW TO USE THE REMOTE



KEY CONTACTS

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| DCMC ED Physician Back Line | 512-324-0150 |
| DCMC ED Charge Nurse | 512-324-0150 |
| DCMC Transfer/Direct Admits (gets your transport team on the phone if needed also) | 512-324-3262 (DCMC) |
| DCMC Hospitalists | 512-324-3262 (DCMC) - ask to speak to PCRS |
| DCMC Critical Care | 512-402-4236 |
| DCMC NICU | 512-717-1503 |
| Child Abuse team | 512-324-0095 (ask for Child Abuse MD - CARE team) 512-769-5892 - Direct to CARE Team NP |
| Physician Engagement | 512-324-9999 ext 87020 |

