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## How Does eCare Emergency Work With Your Hospital

eCare Emergency is an innovative program using high definition audio/video equipment, linking rural emergency rooms to a centralized hub, 24/7. The eCare Emergency team consists of Board Certified Emergency Medicine Physicians and experienced Emergency Nurses. Through the push of a button, this team ensures immediate access to physician rendered emergency care or peer-to-peer support for the local providers and nurses.

- Your team of providers and nurses and eCare Emergency work together to provide the best possible care.
- Your patient care team determines the degree of involvement of the eCare Emergency team by requesting the type of support needed for each patient.
- The eCare Emergency physicians can make decisions about treatment when the local provider is not yet present because they are licensed in your state and credentialed and privileged in your hospital. In all instances, the eCare team is available to respond to emergent issues.
- Vital signs, medications, X-rays and CTs can be viewed by eCare Emergency over a secure network connection.
- The eCare Emergency team is here to be a support system on many levels. Examples include:
  - Physician guidance on patient care: manage complete care, consult with provider on-site, or a second opinion
  - Medication questions
  - Transfer support
  - Nursing support
  - Behavioral health assessment and assistance in placing patients, if needed
  - Interpreter services
  - Education opportunities
- eCare Emergency maintains information specific to your hospital including:
  - Contact information for providers, nurses and ancillary staff
  - Typical transfer patterns
  - Available emergency equipment
  - Available medications
  - Lab capabilities
  - Ancillary services including Ultrasound, Anesthesia, Respiratory and CT

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### Who Makes the Decisions?

- The bedside provider makes all final decisions regarding patient care.
- If requested, your provider and the eCare Emergency physician will collaborate to determine medical status and treatment plans.
- In all circumstances, the eCare Emergency care team will communicate with your clinical staff, and when appropriate, the patient or the patient's family on the plan of medical care.

### Why Are Cameras Necessary?

- Because the eCare Emergency physicians and nurses cannot physically be at the patient's bedside, the camera allows our team to fully participate in patient care.
- eCare Emergency physicians and nurses only view patients when invited into the room by your team.
- When turned on, the camera turns to face the patient and the eCare Emergency team will introduce themselves.
- When the camera is turned off, it faces away from the patient toward the wall.
- Daily camera checks are required to ensure equipment is working properly when needed. Regular camera checks also help to ensure comfort when using the system and familiarity with the eCare Emergency team.

### How is the Patient's Private Health Information Protected?

- Protected Health Information (PHI) is not released to anyone other than those involved in patient care.
- No recordings are ever made from the eCare Emergency cameras or microphones.
- Patient information is shared only across secure connections.