Scope of Services Guideline

Purpose:

The purpose of this guideline is to provide an overview of the scope of services available. This guide can be used to assist our partnering facility in appropriate utilization of the telemedicine system.

Standard:

The Avel eCare Critical Care team consists of Board Certified Critical Care Intensivists, critical care nurses, and respiratory therapists who utilize technology to monitor and care for adult critical care patients (14 years of age or older; if < 18 years of age, must weigh minimum of 100 pounds). The Avel eCare Critical Care team is skilled and competent in problem solving and monitoring of critically ill patients.

A patient's plan of care and full head-to-toe exams are the responsibility of the bedside team. eCare is reliant upon the bedside assessments when making decisions supporting the care of the patient. Assessments of the patient from eCare are a supplementation of the bedside team.

eICU, the technology utilized by eCare, continuously monitors critically ill patients and collects data specific to those patients, storing that data within the eCare Manager System (ECM) software. The data stored comes from multiple sources, including but not limited to:

- Partnered Hospitals Electronic Health Record

- Bedside Cardiac Monitor

- Patient Interview

- Local providers, nurses and /or others on the local care team

This patient information can be provided by either direct interface of ECM with the partnered facilities cardiac monitor and/or EHR, or by direct communication with patients and/or local care team members. Each individual facility eCare is partnered with follows internal process for obtaining patient consent for said services.

Each new patient receives a full assessment by the eCare physician and/or nurse within 30 minutes of the facility notifying the eCare team of the admission. This assessment is via live two-way video for a visual of the patient and to provide the ability to communicate with the patient and team at the bedside.

Once a patient is on service, they are continuously monitored by the software. eCare Intensivists, nurses, and respiratory therapists round on each patient based on acuity and individual patient needs and conditions. ECM has built in notifications that alert the eCare team to patients that require reassessments or more in-depth assessments based on laboratory results, continuous vital sign monitoring technology and other clinical indicators.

Scope of Services Guideline

Procedure:

eCare Critical Care is available for support to bedside physicians/providers, nursing, and patients 24 hours per day, 7 days per week. Best practice is to admit all adult patients to eCare's service, with the following diagnoses and conditions highly recommended.

- Code Blue/Rapid Response Teams
- Sepsis / SIRS
  - T >100.4 or <96.8
  - HR > 90
  - RR> 20
  - WBC >12 or <4
- Respiratory distress / Hypoxia
- Ventilators/BiPAP
- Hemodynamic instability
  - BP < 90 or > 180
  - HR > 140
  - Temp > 102
- Diabetic Ketoacidosis / HHS
- Rhythm disturbances (recurrent or symptomatic)
- Altered Mental Status
- Post op complications needing medical management
- Renal compromise / failure
- Seizures
- MI or r/o MI / Persistent Chest Pain
- Lab abnormalities:
  - Potassium > 6.0 or < 2.5
  - Hgb < 7
  - Na < 125
- Urine output <20cc/hr x 3 hrs
- Vasopressors or Vasodilators (infusions)