



Frequently Asked Questions

Who is Avel eCare?

- Avel eCare is a telemedicine provider (think virtual health care center) based out of Sioux Falls, South Dakota
- Its team of expert providers, nurses, and clinicians are all trained in telemedicine and deliver services to support local care teams and caregivers
- Many on their team also have experience with bedside patient care
- They believe every person and every community deserves access to healthcare, and they have been delivering high quality telemedicine services since 1993

What is the Avel eCare EMS?

- The Avel eCare EMS service provides 24/7 access to a team board certified emergency physicians and experienced nurses to render emergency care and peer-to-peer support for EMS agencies in the State of South Dakota
- Avel eCare's goal with this service is to, given the geographic and connectivity challenges, deliver the highest quality care possible while ensuring a fantastic user experience

How Does it Work?

- Agencies who enroll will have their ambulances equipped with a cabin-mounted telehealth tablet, microphones, speakers, In addition, and antennas and cellular boosters to support strong connectivity in the field
- This package of technology is well suited to work in noisy, rural environments and has been designed to augment the services and actions of EMTs
- When responding to a call, the EMS crew can call Avel eCare Emergency and, within moments, the board-certified ER doctor and team of nurses will show up on the screen to assist

See back for more information

How do the ambulances stay connected to Avel in remote areas?

- In order to minimize dropped calls, the Avel Virtual EMS technology package is equipped with a robust connectivity solution which allows EMS Agencies to roam throughout their service areas between cell towers and carriers

When should the EMS agencies call Avel?

- When in doubt, EMS agencies should give Avel eCare a call
- The Avel team has been prepped on the capacity of the responding EMS crew, their designation as a Basic Life Support or Advance Life Support ambulance, and have a solid understanding of the rig and its layout
- Avel's Emergency medicine experts can help with a variety of actions and procedures, ranging from airway management and trauma care, to ECG interpretation and medication decisions, as appropriate
- The Avel team can also call the receiving hospital to alert them that a patient will be soon arriving

How will this help?

- Avel's mission with this project is to ensure that EMS crews are no longer alone
- This program was developed by those with EMS experience (many Avel employees are registered EMTs or paramedics) with EMS needs in mind
- The Avel team has been trained extensively in the nuances of EMS care delivery and stands ready to assist when and where the help is needed!



Learn more at www.AveleCare.com