

## Scope of Service

### Purpose

Provide an overview of the scope of services available from Avel eCare Emergency. This guide can be used to assist EMS Ambulance Services in utilization of the telemedicine system.

### Scope

Avel eCare Emergency offers board certified emergency physicians and experienced emergency nurses rendering emergency care and peer-to-peer support to EMS Ambulance Services in the State of South Dakota.

Consulting services for EMS Ambulance Services are available on-demand 24/7/365 and include, but are not limited to, the following:

- Triage
- Airway, ventilation, oxygenation
- Circulation, hemorrhage, or other cardiovascular needs
- Trauma care
- Medication decisions as included in the BLS & ALS scope of practice
- Support ECG interpretation, as available, for remote reads
- Peer-to-peer consultation
- Procedural decisions
- Review of or advisement on diagnostic test
- Poison Control consultation
- Coordination of care, including but not limited to:
  - ALS intercept or air medical activation
  - Contact the receiving facility to provide EMS patient report
- Interpreter services by 3 way call over video equipment

Avel eCare Emergency physicians can act as medical control during telemedicine encounters. The EMS Medical Director and/or Supervisory Physician remain the responsibility of the EMS Ambulance Service.

Individual ambulance personnel will be responsible for working within their scope of practice and abilities as Avel eCare Emergency will not be responsible for maintaining each individual's current certification level.

The EMS Ambulance Service will maintain the patient's permanent medical record per standard protocol. Avel eCare's documentation is an adjunct to EMS documentation and will not replace it.

EMS Ambulance Services will follow state guidelines and agency policies and procedures for the following:

- Avel can encourage and support EMS decision to transport; Avel will not be responsible to advise on patient refusal of transport or refusal of service.
- Avel can assist with resuscitation and termination based on EMS scope; Avel cannot pronounce death nor sign the legal death record per legal and regulatory requirements.
- Avel will not provide non-emergent primary care such as that provided through community paramedicine or CMS Emergency Triage, Treat, and Transport (ET3) programs.