

Scope of Service 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 a partnering facility in appropriate utilization of the telemedicine system.

Standard:

The Aveel eCare Critical Care team consists of Board Certified Critical Care Intensivists, advanced practice providers, critical care nurses, and respiratory therapists. This Intensivist lead, team-based approach provides access to support acute medical needs initiated on request for episodic, higher acuity patient care.

Eligible Patients:

- Patients age 18 and older
- Patients admitted to any unit in the facility

Service:

Support is initiated upon the request of the beside physician, practitioner, or nurse for episodic care.

- Consultation: Internal medicine evaluation, critical care evaluation, general support, co-management, and recommendation for admitting diagnosis or other comorbidities.
- Palliative Care Support: Symptom management to support end of life decisions and patient care directives.
- Vent Management: Episodic ventilator management and support.
- Admission Consult: Support with patient admission upon request of bedside physician or practitioner. This includes review of patient status, video assessment of patient post admission, adherence to standard of care, quality measures, secondary diagnosis, treatment or diagnostic order recommendations.
- Targeted Patient Sign Out: Upon request of bedside physician or practitioner, for specifically identified patients, the eCare team can review pending or new lab results, imaging, urine output, or other concerns to support the local team.
- On Demand Cross Coverage: The bedside team can consult the eCare team to address new issues including, but not limited to, events on telemetry, new symptoms, new information provided by patient, change in patient vitals, hemodynamic instability, respiratory or neurological status, initial code blue management, or other concerns to support the local team.
- Peer-to-Peer Support:
 - Collaborative consultations to support diagnosis and treatment of patients.
 - Nurse to nurse follow-up, post-encounter, to ensure timely and complete delivery of care.