Emergent Assessment Room Etiquette

Avel eCare's experience has proven the patient's environment has a significant impact on the success of the telemedicine assessment. The goal of the eCare Assessment team is to create an environment of trust and open communication with the patient; distractions and interruptions often result in the patient limiting responses creating a delay in care. Below is a sample listing of considerations eCare requests the bedside team to be mindful of during the video encounter.

- Eliminate ancillary staff from entering the patient's room, e.g., lab, radiology and EKG.

- Eliminate or minimize bedside conversation and interactions with the patient.

- Family/friends or bedside staff presence is discouraged unless required for patient safety or at the request of eCare or the patient.

- Eliminate or minimize bedside staff activities or movements when required to be physically in the room.