

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
- The team of expert clinicians are all trained in telemedicine and deliver services to support local care teams and caregivers
- Everyone on the team has experience with direct patient care
- Avel believes every person and every community deserves access to healthcare, and has been delivering high quality telemedicine services since 1993

What is Avel eCare EMS?

- Avel eCare EMS service provides 24/7 access to a team of board-certified emergency physicians, paramedics, and nurses to render emergency care and peer-to-peer support for EMS agencies
- 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 and speakers. Antennas will be installed to support strong connectivity in the field
- This package of technology is well suited to work in noisy environments and has been designed to augment the services and actions of EMS personnel
- When responding to a call, the EMS crew can call Avel eCare EMS and, within moments, the team will be on the screen to assist

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

- In order to minimize dropped calls, the Avel 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 EMS agencies call Avel?

- When in doubt, EMS agencies should call Avel eCare EMS
- The Avel team has been prepped on the capacity of the responding EMS crew, their designation as a Basic Life Support or Advanced 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 give report and alert them that a patient will be arriving soon

How will this help?

- Avel's mission with this service is to ensure that EMS personnel no longer feel alone and have the support they deserve
- 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