

Utilization Quick Reference

Board Certified Emergency Physicians rendering emergency care and peer to peer support for local providers along with experienced Emergency Nurses available for nursing support.

- Transfer assistance with obtaining accepting physician, bed placement, and MD/RN report to facility of choice to allow local provider and bedside team to continue patient care
- Rapid helicopter or fixed wing support activation for critical patients
- Behavioral health assessment by emergency assessment professionals on video who will provide guidance and assist with inpatient placement when appropriate
- Assistance with interpretation of EKG, CT, US, Radiology images, and Lab values for ER patients
- Interpreter services by 3 way call over video equipment, including American Sign Language (ASL)
- Immediate Burn Center referrals with regional burn facilities
- Support for toxicology cases, overdoses, calculating resuscitative medications, and IV drip rates
- Procedural assistance with joint reduction, chest tube placement, RSI/difficult airway intubations, central lines, IO insertion, and sedation protocols
- Nursing support to include documentation on critical care patients, medication questions, guidance for new staff
- Protocols set up to support your team in meeting CMS guidelines for Quality Initiative studies including cardiac, stroke, sepsis, and airway
- Avel eCare Education for facility and local EMS staff
 - Physician/Provider CME, live education on a quarterly basis and national airway course annually
 - Nursing CNE, live education offered monthly
 - Personal cloud portal access to archived education sessions allowing staff to obtain credits 24/7/365
- Debriefing with a CISD team following disaster, trauma or stressful events
- Assistance with disaster tree activation calls
- NORA (Need Officer Right Away), standardized acronym to discreetly alert Avel eCare Emergency team of imminent threat prompting notification to local law enforcement