

## Scope of Service Guideline

### Purpose

The purpose of this guideline is to provide an overview of the scope of services available. Avel eCare Emergency will provide emergent or urgent Emergency Physician directed care of patients presenting to local Emergency Department when providers are not present, or when further consultation by providers is requested for patient stabilization and/or transfer. The following guidelines can be used to assist our partnering facility in proper utilization of the telemedicine system.

### Category I

Patients presenting with the following complaints meeting Category I criteria and can be evaluated, treated and referred by the on-site provider with or without consultation with the Avel eCare Emergency team.

- Abdominal Pain – stable vitals, no significant PE findings, age <50 years
- Allergic reactions not associated with shortness of breath, wheezing or hypotension
- Animal bites, not involving the hand or face
- Cerumen removal
- Chronic peripheral vascular disease
- Conjunctivitis
- Constipation/Diarrhea
- Contact Dermatitis
- Dental Pain
- Dizziness – vital signs stable, no significant PE findings, age <50 years
- Fatigue without associated symptoms
- Follow up wound check, cast check or suture removal
- Foreign body removal – uncomplicated and not involving the eye
- Gastritis – suspected food poisoning, no associated dehydration with limited duration
- Gynecological disorders – vaginitis, insignificant abnormalities in menstruation, cramps
- Hemorrhoids
- Hypertension that is asymptomatic and accompanied by a diastolic pressure of <120 mm Hg
- Incision and drainage of simple abscess – not involving rectal area
- IV hydration/antibiotics > 8 years old
- Low back pain that is chronic and not associated with neurological findings
- Migraines – patient states typical migraine, no new features, stable vital signs, afebrile, no significant PE findings, no trauma

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- Minor burns
- Minor eye injury – corneal abrasion
- Minor lacerations or abrasions
- Nausea/Vomiting
- Otitis media, otitis externa, ear pain >3 months old
- Pharyngitis – no sign of abscess or airway compromise
- Pregnancy without bleeding, pain
- Prescription refills, non-narcotic or controlled substance until next business day
- Puncture wounds not requiring exploration
- Sexually transmitted diseases excluding PID
- Skin rashes, pruritus
- Sprains/Strains
- Swollen lymph nodes
- Uncomplicated hepatitis or exposure to hepatitis
- Upper respiratory infection, congestion, cough, flu
- Urinary tract infection > 6 months old
- Work releases
- Wound care

Any of the above listed conditions with the presence of a complex medical history, or at the discretion of the on-site provider, may request consultation with an Avel eCare Emergency physician.

If the on-site provider consults with the Avel eCare Emergency via telemedicine, proper notation should be documented by the on-site provider within the patient's medical record stating that the consult was made, name of the physician, and their recommendation.

## Category II (consult recommended, at the discretion of the on-site provider)

Patients presenting with the following complaints meeting Category II criteria are recommended for consultation with Avel eCare Emergency via telemedicine:

- Abdominal pain – all patients with acute pain or > 50 years old
- Abnormal vitals
  - BP <100 or >180
  - HR <50 or >110
  - RR >24
  - Fever >101.5
- Age <1 or >75 (Extremes of age with Category II criteria)
- Alcohol or drug withdrawals
- Allergic reaction with shortness of breath, wheezing or hypotension
- Arrhythmias
- Bleeding – significant bleeding from any orifice

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- Burns – any third degree, second degree of more than 10% TBS, burns of the face, hands, feet, perineum, electrical injury, inhalation injury
- Chest pain – presumed cardiac
- Coma or change in mental status
- Complicated lacerations
- Drug overdose
- Fever and toxic appearance or of unknown origin <1 year old
- Foreign body of the eye
- Fractures with vascular impairment or displacement
- Head Trauma
- Headache – associated with neurological findings, fever or meningeal signs
- Heat illnesses – hyperthermia – temp >40.5C or hypothermia temp <35C
- Hypertension – diastolic pressure of >120 mm Hg or greater with or without symptoms
- IV hydration/antibiotics in children <8 years old
- Neurological deficits
- Patient with complex medical history
- Pelvic Inflammatory Disease
- Post operative related problems
- Post partum pelvic pain
- Pregnancy complications (e.g. abdominal pain, bleeding, fever)
- Psychiatric patients with abnormal findings
- Puncture wounds requiring exploration
- Seizures
- Shock
- Shortness of breath
- Sickle cell crisis
- Testicular pain
- Upper abdominal pain not clearly of GI origin (possible cardiac)
- UTI/dysuria/hematuria in children <4 months old
- Vaginal bleeding – saturation of full size pad 1 or more per 2 hour

Any patient the on-site provider is concerned about regardless of inclusion on this list can require consultation with Avel eCare Emergency via telemedicine.

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### Category III (consult highly recommended, at the discretion of on-site provider)

Patients presenting with the following complaints meeting Category III criteria are highly recommended for consultation with the Avel eCare Emergency team for stabilization or transfer.

- Acute head injury
- Advanced airway management – intubation
- All resuscitations
- Advanced burn management
- Dizziness with unstable vital signs
- Multi-system trauma evaluation and resuscitation
- Serious or complex medical emergencies
- Shock of any etiology

Transfer of these patients should not be delayed due to the telemedicine consult, but should be utilized through the stabilization of these patients. Definitive management of these patients does not need to occur in the outlying emergency departments.

Referral should be made to the closest appropriate facility able to provide the services needed.

The Avel eCare Emergency team may assist in the arrangement of consultations by other specialists in emergent or urgent situations.

*This guideline was developed as a guide for the delivery of telehealth services and is not intended to define the standard of care. This guideline should be used as a guide for the delivery of service, although the originating site or Avel eCare personnel may deviate from this guide to provide appropriate individualized care and treatment for each patient.*