

Scope of Service Guideline

Purpose

The purpose of this guideline is to provide an overview of Avel eCare Hospitalist scope of services. This guide can be used to assist our partnering facility in appropriate utilization of the telehealth system.

Best Practice

- Audio/visual patient consultation
- Clear and consistent communication of requested support between partnering facility and Avel eCare Hospitalist teams

Standard

- The Avel eCare Hospitalist team consists of Board Certified Internal Medicine Physicians and experienced nurses
- Treatment of adult patients age 18 or older
- Consults for medical issues of medical/surgical patients
- Consults in non-laboring pregnant patients with medical issues other than pregnancy
- Nursing peer to peer support

Admission Support

- Upon request of physician or practitioner for peer-to-peer support in assisting with patient admission. This includes review of patient status, adherence to standard of care, quality measures, secondary diagnosis, treatment or diagnostic order recommendations
- Upon request of admitting provider who is admitting patient from clinic

Consultation for Review of Care

- Upon request of attending physician or practitioner for internal medicine evaluation
- Upon request of ER provider for management of admitting diagnosis or other comorbidities
- Upon request of physician for surgical or OB/GYN service for management of medical concerns
- Avel eCare Hospitalist will support management of patients transferring to ICU until handoff to ICU attending can be facilitated
- Daily rounding and unit management is the responsibility of the attending physician or practitioner; Avel eCare Hospitalist may be consulted at any point by the provider

Cross Cover

- Upon request of bedside nurse 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
- Continuous monitoring is not available

Sign Out

- Upon request of physician or practitioner to follow up on lab testing, imaging, urine output, status or other issues and potential concerns