

Scope of Service Guideline

Purpose

To provide an overview of the scope of services available from Avel eCare EMS. This guide can be used to assist EMS personnel in utilization of the telemedicine system.

Scope

The Avel eCare EMS team offers board-certified emergency physicians, paramedics and nurses for online medical control and peer-to-peer support.

Consulting services for EMS are available on-demand 24/7/365 and include, but are not limited to, the following:

- Triage
- Airway, breathing, circulation
 - Respiratory, hemorrhage, medical and other cardiovascular needs
- Trauma care
- Medication and procedural decisions
 - BLS & ALS scope of practice
- Diagnostic testing and analysis
 - 12 lead ECG interpretation with ability to receive directly from monitor
- Patient care coordination
 - Poison Control consultation
 - ALS intercept and/or air medical activation
 - Deliver patient report to receiving facility with physician advisement as needed
- Additional services
 - Interpreter services by 3-way call over video equipment
 - Real-time education and mentoring
 - Multipoint encounters with Avel eCare Emergency partner facilities

The Avel eCare EMS physicians can act as medical control during telemedicine encounters. The EMS Agencies Medical Director's responsibilities of supervision, credentialing, protocol/guideline development and education will not change. The Individual ambulance personnel will be responsible for working within their scope of practice and protocols/guidelines as Avel eCare EMS will not be responsible for maintaining individuals' certification.

The EMS Ambulance Service will maintain the patient's permanent medical record per standard protocol. Avel eCare's documentation is an adjunct to EMS documentation and will not replace it.

EMS Ambulance Services will follow state guidelines and agency policies and procedures for the following:

- Avel eCare EMS can encourage and support EMS decision to transport; Avel eCare EMS will not be responsible to advise on patient refusal of transport or refusal of service.
- Avel eCare EMS can assist with resuscitation and termination based on EMS scope; Avel eCare EMS cannot pronounce death nor sign the legal death record per legal and regulatory requirements.
- Avel eCare EMS will not provide non-emergent primary care such as that provided through community paramedicine.