

Utilization Quick Reference

- 24/7/365 on-demand support at the touch of a button
 - Board-certified emergency physicians
 - Experienced nurses and paramedics
- Keys to Success
 - Communication
 - Early activation
- Emergency Physician Support
 - Peer-to-peer consult (phone or video)
 - EKG interpretation
 - Procedural assistance with joint reduction, chest tube placement, RSI/difficult airway intubations, central lines, IO insertion, sedation protocols, etc.
 - Support for toxicology cases, overdoses, calculating resuscitative medications, and IV drip rates
 - Transfer assistance (if involved in patient care on video)
 - Begin patient care with nursing team prior to bedside provider arrival
 - EMTALA transfer support for APPs
- Nursing and Paramedic Support
 - Documentation
 - Peer-to-peer consult
 - Transfer assistance
 - Coordinate ground or air transport
 - Call receiving facility for accepting physician and bed placement
 - Provide patient report
 - Medication Support
 - Administration rates
 - Mixing or compatibility guidance
 - Safety checks (cannot serve as the independent double check for high-alert medications)
 - Contact Poison Control
 - Assistance with disaster tree activation calls
 - NORA (Need Officer Right Away), standardized acronym to discreetly request Avel eCare Emergency team contact local law enforcement
 - Interpreter services by 3 way call over video equipment, including American Sign Language (ASL)
- Behavioral Health assessment completed by video with Avel eCare Behavioral Health nurse
- Formally trained CISD team available for scheduled debriefing following critical incidents
- AVELearn platform with access to free, evidence-based education for facility and local EMS staff