

MultiPoint Encounter Guidelines – Partner

INTRODUCTION

Avel eCare EMS is a telemedicine service designed to provide additional support to EMS personnel. Refer to the EMS Scope of Service Guideline for further details.

SCOPE

This policy outlines multipoint encounters between Avel eCare EMS, ambulance services, and the emergency department.

POLICY/PROTOCOL

1. EMS personnel may activate Avel eCare EMS.
2. Activation of Avel eCare EMS is not mandatory; use of the service is at the discretion of the EMT or paramedic.
3. For critical calls, it is appropriate and recommended to activate Avel eCare EMS prior to patient contact.
4. In the following scenarios, activation of Avel eCare EMS is highly recommended. Avel EMS may also offer to facilitate a multipoint connection:
 - Alerts, including trauma, stroke and STEMI
 - Allergic reactions
 - Cardiac arrest
 - Decontamination, Poison Control
 - Mass casualty incident
 - Pediatrics, obstetrics and burns
 - Respiratory and airway management

PROCEDURE

1. Call (833) 283-5967
2. When Avel eCare EMS answers, provide name, agency, ambulance number and chief complaint.
3. Avel eCare EMS will activate the telemedicine system.
4. EMS personnel and Avel eCare EMS staff will assess the appropriateness of connecting with the emergency department for a multipoint encounter. Only current Avel eCare EMS and emergency department customers are eligible for multipoint encounters.
5. If emergency department staff are available, Avel eCare EMS will connect them to the encounter.
6. Avel eCare EMS will collaborate with all staff involved regarding patient care.
7. If requested by the hospital, Avel eCare staff will make every effort to continue the encounter after patient care has been transferred to the emergency department.