

Scope of Service Guideline

Purpose

The purpose of this guideline is to provide an overview of Avel eCare Specialty Clinic 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 eCare Specialty Clinic teams.

Standard

- Specialty Clinic, by 2-way audio/video, provides outpatient specialty services to contracted clinics and staff.
- Avel eCare must be able to contact telepresenter via phone during the appointment, if the telepresenter will not be in the room for the duration of the appointment.
- Providers and nurses work in conjunction with the local clinic to schedule the appropriate specialty care requested for the patient.
- An Internal Medicine provider is available to provide assistance with provider questions about results and recommendations.
- Specialty Clinic provides peer-to-peer nursing support.
- Hours of operation are Monday through Friday 8am to 6pm, Central Standard Time (CST).
- Specialty Clinic appointments are available to patients ages 18 and over, unless otherwise specified.

Specialty Types

- Behavioral Health Therapy
 - Individual - Ages 11 and over
 - Family - Ages 7-10, with parent or guardian present
- Cardiology
- Dermatology
 - Includes Pediatric Dermatology
- Endocrinology
- Gastroenterology/Hepatology
- Internal Medicine
- Nephrology
- Neurology
- Pediatric Psychiatry
 - Age 5 if the child is in school, or peer-to-peer discussion to determine plan
- Psychiatry
- Rheumatology