

Tele-ED Notification & Connection Process-Sites

I. Remote Site Determines if patient is candidate for Tele-ED

1. Patients injury/illness meets Tele-ED criteria
2. Patient agrees and signs Telemedicine Consent Form
3. Remote Site moves iPad cart to exam room

II. Remote Site to Tele-ED Provider Notification Process

(Instruction Sheet attached to iPad Cart)

1. From iPad, remote site logs onto SOLE Tele-ED to see who is on-call
2. From iPad, remote site texts the Tele-ED Provider on-call to let them know they need assistance
3. Remote Site completes and submits Admissions Contact Form so WVU Admissions team can find or create a MRN in EPIC.
4. On-Call Tele-ED Provider will respond back via text message within 3 minutes giving remote site time estimate on his/her Vidyo connection (typically within 5 min. of initial text).

III. Vidyo Connection Process

(Instruction Sheet attached to iPad Cart)

1. Remote Site Launches Vidyo application from their iPad and joins their Vidyo Room
2. Tele-ED Provider launches Vidyo application from their iPad and joins appropriate Tele-ED Vidyo room
3. Connection is made and patient is assessed. If it is determined that a sub-specialist is needed or images need to be reviewed, please continue by following steps below.

IV. Image Capture & Review

1. Remote site will upload any necessary radiological scans to Image Grid for WVU Providers review.
2. If digital image is required please following the Haiku/Canto Process:
 1. From iPad, open the Epic Haiku application & log in.
 2. Select More on the bottom right of the screen
 3. Select Search & Enter Patient MRN or name
 4. Select the camera icon in left upper corner
 5. Select capture clinical image
 6. Take photo & select use photo
 7. Select document & add a description if you want.
 8. Select save in the upper right corner & let WVU Provider know image is saved in Epic

V. ED Provider to Remote Site Recommendation Process

1. Depending on the duration of the Sub Specialist assessment, ED Provider will typically call remote site back with recommendation. When necessary, ED Provider may request to

reconnect via Vidyo for Sub Specialist to assess patient.

VI. Post Encounter Process

1. Remote Site returns to Tele-ED SOLE link and completes the Satisfaction Survey.
2. Remote site scans the signed Telemedicine Consent Form and inserts into patients medical record.