Tele-NICU Remote Site Telemedicine Workflow Process

1. Remote Site Determines if patient is candidate for Tele-NICU (i.e. patients injury/illness meets Tele-NICU criteria)
2. If yes, Parent agrees and signs [Telemedicine Consent Form](#)
3. Remote Site Logs onto [Spok Web](#) via the Connect web page to see who is on-call for Pediatrics Tele-NICU (For Step by Step instructions, follow the [NICU-Spok Notification Process-Sites Document](#))
4. If on-call provider has AMC device or Alpha Pager, Remote Site includes the following information when paging the Tele-NICU Provider on-call

   - Site Location
   - Call Back number for Provider to call them back
   - Patient Name
   - DOB
   - MRN#
   - Reason for Consult
     Note: If on-call provider has Numeric pager, Remote Site enters call back number.

5. The on-call WVU NICU Provider will call the remote site physician back to determine if telemedicine encounter is necessary.
6. If encounter is necessary, you will follow the Vidyo Connection Process below:
   (For Step by Step instructions, follow the [Vidyo Connection Process_Sites](#))

   Vidyo Connection Process
   1. Remote Site prepares equipment for connection. This includes:
      - Moving cart to exam room
      - Plug in necessary cords as directed by IT instructions
      - Launches Vidyo application on device or selects appropriate Vidyo room from saved directory

7. If images are required to be shared, Remote site will upload to Image Grid for viewing
8. Once encounter concludes, WVU NICU Provider will complete note in EPIC.