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**This flyer outlines the TelePalliative Care Consult workflow for ED and Inpatient providers/staff at Blue Hill, CA Dean, Inland, and Maine Coast Hospitals.**

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**NOTE:** Obtain Telehealth consent prior to Telehealth Consult visit. The /telehealth\* autotext may be used to document consent in the note.

### ED, Admitting, or Attending Provider

**STEP 1:** The ED, Admitting, or Attending Provider will obtain **Telehealth Consent** and patient's consent for Palliative Care.

- Both types of consent should be documented in the Provider note.

**STEP 2:** Enter the **INP Palliative/Supportive Care Consult** order.

**STEP 3:** Call Transfer Center to be connected to the EMMC Palliative Care Provider performing TelePalliative Care Consults for the day.

- Transfer Center staff will remain on the line with the Referring Provider and the Palliative Care Provider to document the plan of care.

**NOTE:** EMMC Palliative Care Providers are available Monday-Friday 8am-4:30pm.

TelePalliative Care Consults will be scheduled Monday-Friday at 11:00am-12:30pm and additionally on Wednesdays at 3:00-4:00pm.

**STEP 4:** If the Palliative Care Provider determines the patient is appropriate for a TelePalliative Care Consult the requesting ED or Inpatient Provider will be made aware of the date/time of the consult by the Consulting Provider or the Transfer Center.

**NOTE:** There may be times when the consulting Palliative Care Provider will need to review the patient's chart prior to making a decision to consult. In this situation, the Transfer Center will notify the requesting MO of the Palliative Care Consult Date/Time.

### Connecting to Zoom TelePalliative Care Consult

**STEP 1:** When a patient has an **INP Palliative/Supportive Care Consult** order entered in the chart, ensure you identify the **scheduled** TelePalliative Care Consult date/time.

- If **Family/Caregivers** are joining the TelePalliative Care Consult from another location using a different device than the patient, please make sure to give them the Zoom Meeting ID.

**STEP 2:** **Ten minutes** prior to the scheduled TelePalliative Care Consult, bring **any** Zoom enabled device to the patient's room.

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**STEP 3:** Enter the **Zoom Meeting ID 546 986 0353**.

**STEP 4:** When the consulting Palliative Care Provider joins the Zoom meeting, they will admit attendees into the consult from the waiting room.

**STEP 5:** The Palliative Care provider will conduct the Zoom consultation and complete associated documentation.

### **Ending the Zoom call**

**STEP 1:** The provider or staff must click **End** within Zoom to disconnect the call.