

From the Office of Clinical Informatics Telehealth Eagle TeleICU – EMMC

December 20, 2022

This flyer outlines the use of Telehealth technologies to connect Northern Light H ealth providers and nursing staff with the Eagle Telemedicine core team of Tele-Intensivists for consultations and provider notification.

Eagle ICU Consultation

- **<u>STEP 1</u>**: The Northern Light Health provider navigates to **EMMC Hub**.
 - Navigate to **Quick Links** on the right-hand side.
 - Select Call Scheduler. Call Scheduler
 - Scroll down and click **Pulmonary and Critical Care**.

<u>NOTE</u>: If Call Scheduler is not listed, click the green Quick Links header. To add this link as a favorite, click the box and Save Link Selections.



- Find the name(s) of the Eagle provider on -call Scheduler.
- Contact information is listed below provider's name.
- **<u>STEP 2</u>**: The Northern Light Health provider connects to the Eagle provider via Tiger Text.
 - Send Tiger Text to on-call Eagle provider.
 - Include patient name, FIN, DOB, consult question, and provider call back number with area code.
- **<u>NOTE</u>**: For any Tiger Text support, submit a HelpDesk ticket to Northern Light IS Security-Technical.
- **STEP 3:** Schedule a time with the Eagle provider and determine if a video visit is appropriate for the consultation.
- **<u>NOTE</u>**: Once the Eagle provider has received the needed patient information, the Eagle provider will review the patient's chart and prepare for the provider-to-provider consultation.
- **<u>STEP 4</u>**: The Eagle and Northern Light Health providers will have a telephone or video consultation to discuss recommendations and determine a patient plan of care.
- **<u>NOTE</u>**: If needed please refer to the chart education for a video visit.
- **<u>STEP 5</u>**: The Northern Light Health provider will document the Eagle provider's recommendation within the current provider note.

Provider Notification to Eagle

There may be situations where the nurse needs to notify the on-call Eagle provider about a change in the patient's condition.

- **<u>STEP 1</u>**: Nursing staff reference **Call Scheduler** link, if needed.
- **<u>STEP 2</u>**: The nurse connects to the Eagle provider via Tiger Text.
 - Include patient name, FIN, DOB, patient situation, and call back number with area code.
- **<u>STEP 3</u>**: Determine with Eagle provider if a video visit is appropriate.
- **<u>STEP 4</u>**: Documentation of the visit will be completed by the Eagle provider.
- **<u>STEP 5</u>**: Nurse navigates to **iView** and documents a **Provider Notification**.
 - If a video visit was completed, document the provider's name in Provider at Bedside.
 - Right-click and Add Comment to include the visit was from a teleintensivist.

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For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.

