

## Telemedicine Consult Process-ECC

### Active Telemedicine sites:

Jefferson Hospital	Washington County Regional Medical Center
Emanuel Medical Center	Wills Memorial
Optim-Screven	Candler County Hospital
Memorial Hospital and Manor	Burke Health
Evans Memorial Hospital	Elbert Memorial Hospital
Dodge County Hospital	Jenkins County Medical Center
Bacon County Hospital	Appling Healthcare

For UP-TO-DATE list of AU Telemedicine Rural Hospitals – See ([WWW.WWWW.WWWW](http://WWW.WWWW.WWWW))

### Process

- 1) ECC receives call from one of our telemedicine partners-
- 2) ECC should ask: “Is this request for a telemedicine consult?”

If yes, ECC should ask:

“what is the urgency of the consult request?”

-AND-

“Has the consult been entered in the portal?”

**\*\*We do not want to advise the site to fax clinical information.** Evan’s, Optim and Dodge are the only ones still training on the portal. If they need to fax a face sheet, it needs to be faxed to 706-446-0018. The Virtual Care team will make sure that the patient is registered. Once these hospitals are trained on the portal, they will not fax a face sheet.

**If it is an immediate or within two hours consult request, notify the APP or attending of the consult Immediately.** Do not wait until the patient is registered before notifying the attending. They can see the patient while the patient is being registered.

Day time – 7 am to 6 pm contact the Telemedicine APP and Telemedicine MD

Evening/Night Time – 6 pm to 7 am contact the E-Pod attending

If you are unable to reach the Telemedicine APP, Telemedicine attending, or E-Pod attending, contact the A and/or D pod attending.

**\*\*The Virtual Care Team will be monitoring for consults between 4:30pm and 8:00am.** If they see a consult come through, they will notify ECC of the consult. This is a back up in case the facility does not call from the cart. They should identify the facility requesting the consult, the name of the patient, and the urgency. They will also follow up with LD Tele to make sure that the patient is registered.