From the Office of Health Informatics

Mass General Brigham TeleStroke Consult

October 1, 2026

This workflow outlines the process for requesting and receiving telestroke consultations from Mass General Brigham neurologists for patients with suspected or confirmed stroke or TIA. The EHR-integrated workflow streamlines consultation requests, supports automatic documentation, and reduces manual steps to improve efficiency and timely stroke care.

Mass General Brigham TeleStroke Consult

Providers can now request a Mass General Brigham telestroke consultation through an electronic consult order and receive neurology consultation documentation directly within Oracle Cerner.

NOTE: Mercy providers will continue to use ANDOR to upload relevant clinical information until further notice.

NOTE: The current process for sending radiology images to Mass General Brigham will remain unchanged.

Mercy TeleStroke Workflow

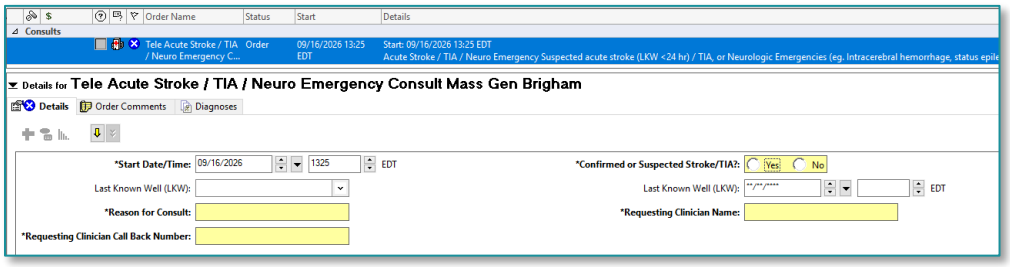
Two new consult orders are now available for **Mercy** providers when requesting a **Mass General TeleStroke consultation**.

➢ **If patient presents with Acute Stroke/TIA:**

STEP 1: Northern Light Health (NLH) provider places **Tele Acute Stroke/ TIA / Neuro Emergency Consult Mass Gen Brigham**

STEP 2: **Document the following:**

- Confirmed or Suspected Stroke/Tia?
- Reason for Consult
- Requesting Clinician Call Back Number
- Requesting Clinician Name



STEP 3: Click **Sign**.

STEP 4: **Mass General Brigham physician will consult with the ordering NLH provider via telephone and determine next steps.**

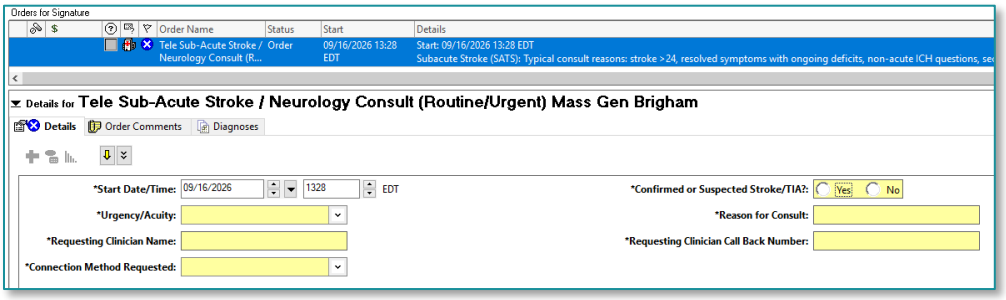
- **If a TeleStroke consultation is needed:** Mass General Brigham physician will conduct a telestroke consultation, then document and sign the consult note.
- **If a TeleStroke consultation *is not* needed:** Mass General Brigham physician will document the neurology consultation note.

➢ **If patient presents with Subacute Stroke:**

STEP 1: Northern Light Health (NLH) provider places **Tele Sub-Acute Stroke/ Neurology Consult (Routine/Urgent) Mass Gen Brigham**

STEP 2: **Document the following:**

- Confirmed or Suspected Stroke/Tia?
- Urgency/Acuity
- Reason for Consult
- Requesting Clinician Name
- Requesting Clinician Call Back Number
- Connection Method Requested



STEP 3: Click **Sign**.

STEP 4: **Mass General Brigham physician will consult with the ordering NLH provider via telephone and determine next steps.**

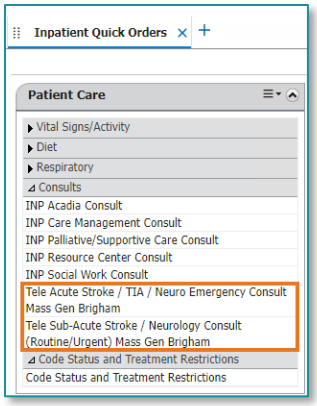
- **If a TeleStroke consultation is needed:** Mass General Brigham physician will conduct a telestroke consultation, then document and sign the consult note.
- **If a TeleStroke consultation *is not* needed:** Mass General Brigham physician will document the neurology consultation note.
- The consult note will be electronically sent directly into the patient's chart within Oracle Cerner.

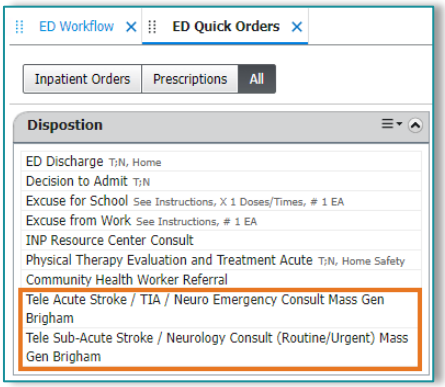
Mercy Consult Order Location and Neurology Consult Note Location

Mercy NLH providers can view these orders in the following locations:

➢ **Inpatient Quick Orders MPage → Patient Care → Consult**

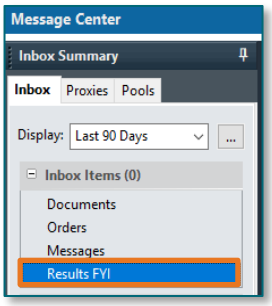
➢ **ED Quick Orders MPage → Disposition**

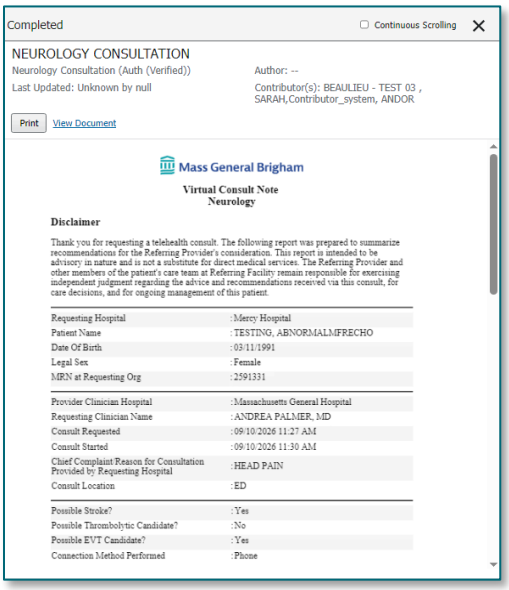




➢ **Upon signature by the Mass General Brigham physician, the consult note will be electronically distributed in the following locations:**

- Provider Handoff
- Documentation
- Notes
- Message Center → Results FYI





AR Gould, Blue Hill Hospital, CA Dean, Maine Coast Hospital, Sebasticook Valley Hospital TeleStroke Workflow

One consult order will be available to Northern Light Health (NLH) providers at **ARG, Blue Hill, CA Dean, Maine Coast, and Sebasticook Hospitals** when requesting a **Mass General Brigham TeleStroke consultation**.

NOTE: The current process for sending radiology images to Mass General Brigham will remain unchanged.

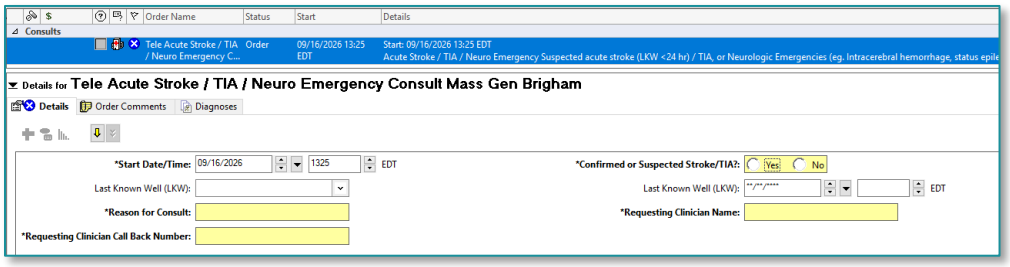
➢ **If patient presents with Acute Stroke/TIA:**

STEP 1: Northern Light Health (NLH) provider places **Tele Acute Stroke/ TIA / Neuro Emergency Consult Mass Gen Brigham**

STEP 2: **Document the following:**

- Confirmed or Suspected Stroke/Tia?

- Reason for Consult
- Requesting Clinician Call Back Number
- Requesting Clinician Name



STEP 3: Click **Sign**.

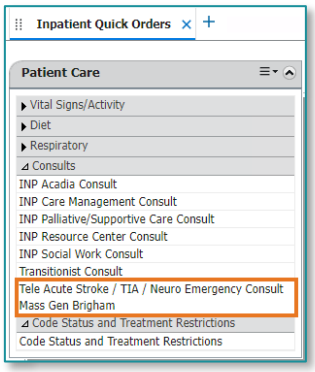
STEP 4: **Mass General Brigham physician will consult with the ordering NLH provider via telephone and determine next steps.**

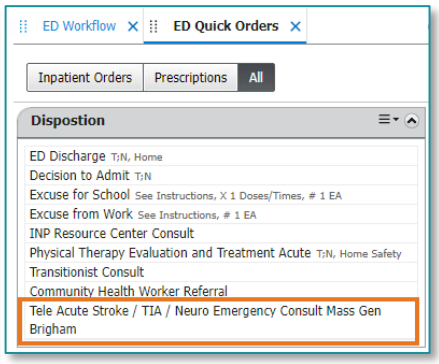
- **If a TeleStroke consultation is needed:** Mass General Brigham physician will conduct a telestroke consultation, then document and sign the consult note.
- **If a TeleStroke consultation is not needed:** Mass General Brigham physician will document the neurology consultation.
- The consult note will be electronically sent directly into the patient's chart within Oracle Cerner.

ARG, Blue Hill, CA Dean, Maine Coast, Sebasticook Valley Hospital Consult Order Location

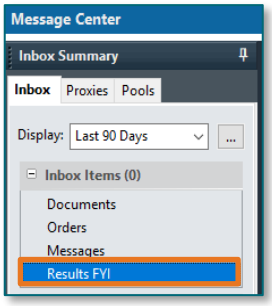
NLH providers can view these orders in the following locations:

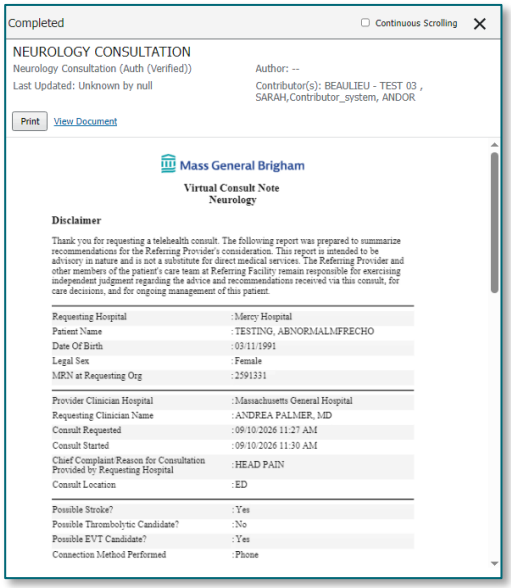
- **Inpatient Quick Orders MPage → Patient Care → Consults**
- **ED Quick Orders MPage → Disposition**
- **Upon signature by the Mass General Brigham physician, the consult note will be electronically distributed in the following locations:**
  - Provider Handoff
  - Documentation
  - Notes





- Message Center → Results FYI





Mass General Brigham Virtual Care Portal EHR Downtime and Support Quick Reference

If an EHR downtime occurs, the integrated consult workflow is unavailable, a page is unanswered, or portal technical support is needed, the following steps will be followed:

STEP 1: Call the 24/7 Answering Service during downtime or if a page is unanswered.

STEP 2: **Share details**.

- Provide MRN, location, and sex for routing.

STEP 3: **Escalate**.

- Request an Alert message if there is no callback.

STEP 4: **Support**.

- Use the support table below to select the right option.

During EHR Downtime

24/7 Answering Services **(855) 493-4322** **Option 1**	**Have ready** Patient MRN, location, and sex.	**If no callback** Request an Alert message/escalation

If video is unavailable: Consults proceed by phone between MGB neurologist and local physician.

Contact Support: Operational vs. Technical

Operational Support	Operational Need	Use
(855) 493-4322 **Option 4** Mon-Fri, 8:30 AM – 5:00 PM Telehealthconsultops@mgb.org	Downtime / Unanswered Page	**Option 1**
	Telehealth Carts	**Option 2**
	Imaging Issues	**Option 3**
	Workflow questions / non-technical triage	**Option 4**

- Support desk reference code: ZTT85 for Option 3 Technical support.
- Site-specific EHR/Local workflow issues: contact your local IT/Help desk.
- Virtual Care Portal Technical Support
- 24/7: helpdesk@andorhealth.com
- For queued messages, portal errors, or urgent system issues. Subject: HIGH PRIORITY {Messages queued up}.
- Workflow reminder: Use the integrated EHR workflow when available; use this reference for downtime, routing, or support needs.