

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.

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

Orders for Signature

Order Name	Status	Start	Details
Tele Sub-Acute Stroke / Neurology Consult (R...	Order	09/16/2026 13:28 EDT	Start: 09/16/2026 13:28 EDT Subacute Stroke (SATs). Typical consult reasons: stroke >24, resolved symptoms with ongoing deficits, non-acute ICH questions, se...

Details for **Tele Sub-Acute Stroke / Neurology Consult (Routine/Urgent) Mass Gen Brigham**

Details | Order Comments | Diagnoses

*Start Date/Time: 09/16/2026 13:28 EDT

*Confirmed or Suspected Stroke/TIA: ☐ Yes ☐ No

*Urgency/Acuity: [Dropdown]

*Reason for Consult: [Text Field]

*Requesting Clinician Name: [Text Field]

*Requesting Clinician Call Back Number: [Text Field]

*Connection Method Requested: [Dropdown]

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 → Consults
- ED Quick Orders MPage → Disposition

Inpatient Quick Orders

Patient Care

- Vital Signs/Activity
- Diet
- Respiratory
- Consults
- INP Acadia Consult
- INP Care Management Consult
- INP Palliative/Supportive Care Consult
- INP Resource Center Consult
- INP Social Work Consult
- Tele Acute Stroke / TIA / Neuro Emergency Consult Mass Gen Brigham**
- Tele Sub-Acute Stroke / Neurology Consult (Routine/Urgent) Mass Gen Brigham**
- Code Status and Treatment Restrictions
- Code Status and Treatment Restrictions

ED Workflow

ED Quick Orders

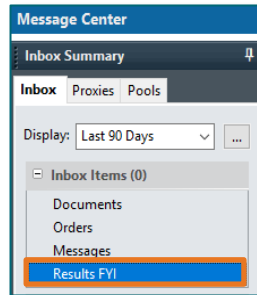
Inpatient Orders Prescriptions All

Disposition

- ED Discharge T:N, Home
- Decision to Admit T:N
- Excuse for School See Instructions, X 1 Doses/Times, # 1 EA
- Excuse from Work See Instructions, # 1 EA
- INP Resource Center Consult
- Physical Therapy Evaluation and Treatment Acute T:N, Home Safety
- Community Health Worker Referral
- Tele Acute Stroke / TIA / Neuro Emergency Consult Mass Gen Brigham**
- Tele Sub-Acute Stroke / Neurology Consult (Routine/Urgent) Mass Gen Brigham**

- **When the Mass General Brigham physician signs the consult note, it will appear electronically in the following locations:**

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

A screenshot of a 'Completed' 'NEUROLOGY CONSULTATION' form. It includes fields for 'Author', 'Last Updated', and 'Contributor(s)'. Below this is a 'Disclaimer' section. The main body of the form contains a table with patient and consultation details.

Requesting Hospital	:Mercy Hospital
Patient Name	:TESTING, ABNORMALMFRECHO
Date Of Birth	:03/11/1991
Legal Sex	:Female
MRN at Requesting Org	:2591331
Provider Clinician Hospital	:Massachusetts General Hospital
Requesting Clinician Name	:ANDREA PALMER, MD
Consult Requested	:09/10/2026 11:27 AM
Consult Started	:09/10/2026 11:30 AM
Chief Complaint/Reason for Consultation	:HEAD PAIN
Provided by Requesting Hospital	:ED
Consult Location	:ED
Possible Stroke?	:Yes
Possible Thrombolytic Candidate?	:No
Possible EVT Candidate?	:Yes
Connection Method Performed	:Phone

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.

- **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

A screenshot of a web-based form titled 'Tele Acute Stroke / TIA / Neuro Emergency Consult Mass Gen Brigham'. It has tabs for 'Details', 'Order Comments', and 'Diagnoses'. The 'Details' tab is active, showing fields for 'Start Date/Time', 'Last Known Well (LKW)', 'Reason for Consult', and 'Requesting Clinician Call Back Number'. There are also radio buttons for 'Confirmed or Suspected Stroke/TIA?' and a field for '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.**

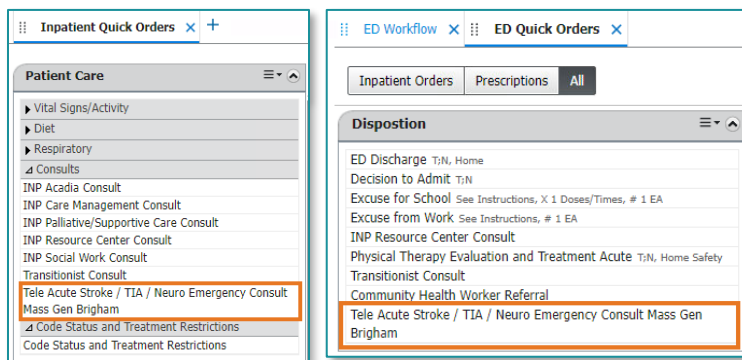
- **If a TeleStroke consultation is needed:** Mass General Brigham physician will conduct a telestroke consultation, then document and sign the consult note.
- **If a TeleStroke consultation is not needed:** Mass General Brigham physician will document the neurology consultation.

- 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

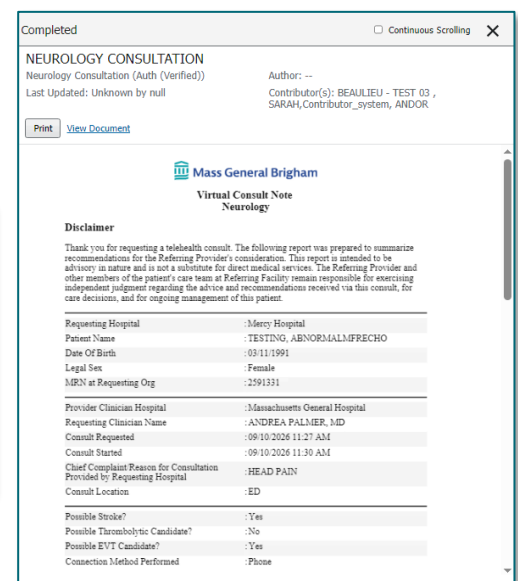
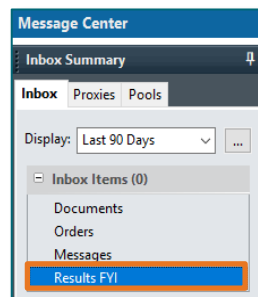
NLH providers can view these orders in the following locations:

- **Inpatient Quick Orders MPage → Patient Care → Consults**
- **ED Quick Orders MPage → Disposition**



- **When the Mass General Brigham physician signs the consult note, it will appear electronically 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
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If video is unavailable: Consults proceed by phone between MGB neurologist and local physician.

Contact Support: Operational vs. Technical

<u>Operational Support</u>	<u>Operational Need</u>	<u>Use</u>
(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.