

## From the Office of Health Informatics Telehealth Tele-Infectious Disease Consult

December 6, 2024

# EMMC Infectious Disease providers will offer inpatient Telehealth Infectious Disease consults to Sebasticook Valley Hospital patients.

#### **Placing Infectious Disease Consultation**

- **<u>STEP 1</u>**: SVH provider calls Transfer Center.
- **<u>STEP 2</u>**: Transfer Center connects SVH provider with EMMC Infectious Disease provider.
- **<u>STEP 3</u>**: If it is decided to move forward with a Telehealth consult, Transfer Center will call registration to have new FIN created.
- **<u>STEP 4</u>**: Transfer Center will provide the new FIN number and if the Telehealth Informed consent is needed.
- **<u>STEP 5</u>**: SVH provider will provide the time of the consult to nursing staff and have patient sign Telehealth Informed consent, if needed.
- **<u>STEP 6</u>**: Nursing staff will have the Amwell cart in the room at the time of the consult and the EMMC Infectious Disease provider will call into the Amwell cart.

### **Connecting to Amwell Cart via Quick Connect**

- **<u>STEP 1</u>**: Click **Clinical Links** in the weblinks toolbar in Cerner.
- **<u>STEP 2</u>**: Click **Amwell Telehealth Quick Connect**.
- **<u>STEP 3</u>**: Sign in with appropriate email address and password.
- **<u>STEP 4</u>**: Type the patient's room number in the **Room name** field.
- **<u>STEP 5</u>**: Click **Select invitation method** and select **Endpoints**.
- **<u>STEP 6</u>**: Click **All Facilities** and select **NLH Sebasticook Valley Hospital**.
- **<u>STEP 7</u>**: Click **Search** and select the appropriate cart.
- <u>NOTE</u>: Communication to the connecting site may be required to ensure the correct is called.
- **<u>STEP 8</u>**: Click **Invite Participants**, this initiates the call into the selected cart.

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Endpoints	~	Facility All Facilities (14)	~	×
Search			~	
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🕄 Clinical Links

Amwell Telehealth Quick Connect

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- **<u>STEP 9</u>**: Click **Join Room Now** to join the call.
- **<u>STEP 10</u>**: At the end of the call, refer to **Recent Connections** as needed.
- <u>NOTE</u>: If needed to reconnect to a cart, send a new invite to the cart by completing steps 5-9.

#### **Connecting to Amwell Cart via Quick Connect**

Documentation should be completed under the Telehealth encounter.

- **<u>STEP 1</u>**: Complete and sign consult note.
  - Include medication recommendations for SVH provider to order.
- **<u>STEP 2</u>**: Assign the appropriate telehealth charge order.



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