

From the Office of Health Informatics Telehealth Program Eagle ICU Consultations Phase 1 June 27, 2025

This flyer outlines the use of Telehealth technologies to connect Northern Light Providers with the Eagle Telemedicine core team of tele-intensivists for provider-to-provider consultations and recommendations.

Eagle ICU Consultation

- **<u>STEP 1</u>**: The Northern Light Provider consults the online Eagle schedule for provider availability.
 - Find **Quick Links** on the NL organizational intranet homepage.
 - Type **QGenda** in the **Quick Links** search field.
 - HINT: Click the plus sign 😳 icon to add QGenda to Quick Link Favorites.
 - Select QGenda Team health Coverage.
 - On the landing page, click the link to the QGenda login page.

ggen I	×

- Find the name(s) of the ICU Provider(s) on-duty on the QGenda schedule.
- Contact information is listed at the bottom of the page.
- **<u>STEP 2</u>**: The Northern Light Provider connects to the Eagle Provider via Tiger Text.
 - The contact information for the provider(s) on-duty is listed at the bottom of the QGenda schedule.
 - Include patient name, FIN, DOB, consult question, and Provider call back number with area code.
- **<u>STEP 3</u>**: Schedule a time for a provider-to-provider call.
 - This is done by the Northern Light Provider and Eagle Provider via Tiger Text or phone call.
- **NOTE:** 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 Providers will have a telephone consultation to discuss recommendations and determine a patient plan of care.
- **<u>STEP 5</u>**: The Northern Light Provider will document the Eagle Provider's recommendation within the current provider note.

For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please <u>place a ticket</u> to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.