

Trauma Telemedicine Procedural Overview

1. Transfer Center receives call from outside hospital and determines if telemedicine is requested
2. Transfer Center establishes 3-way call between the Trauma Attending, Transfer Center and outside hospital
3. Trauma Attending exits the call and calls the outside hospital via Jabber
 - a. If you are unable to connect via Jabber, call the Transfer Center 1-866-464-5449 and request to be re-connected with the outside hospital via telephone
 - b. E-mail Trauma Services with details of issue for follow-up with IMT
4. Trauma Attending views the patient and speaks with the patient via telemedicine cart
5. Trauma Attending discusses the case with the ED provider at the outside hospital and makes treatment & transfer recommendations
6. Images transmitted from the outside hospital are viewed in SynTemp
7. Trauma Attending disconnects from the telemedicine call
8. Trauma Attending documents the encounter in Epic
 - a. Patient Station
 - b. Select Appointment with Upstate Transfer Center as the Location
 - c. Notes
 - d. New Note
 - e. Type - **Consults**
 - f. Service – **Tele Trauma**
9. Route the note to the outside hospital
 - a. Notes
 - b. Highlight note to send
 - c. Click Route
 - d. Search all contacts – type hospital name and click Add
 - e. Verify hospital name and click Send
10. Enter charge for the encounter using the GT modifier
11. Contact the Transfer Center to advise them of the status of patient (no transfer, transfer to Upstate ED, transfer to Upstate inpatient unit)
12. Trauma Activations will be paged when the outside hospital calls with their nurse-to-nurse report