

Virtual Consult

Virtual Consult- RMNH Patient

When	Action	Who	How
Prior to Virtual Consult	Initiate consult request with consulting service	Primary MD/Provider RMNH	Per existing workflow
	First consult in person	Consulting MD/Provider	On site at RMNH
	Communication of follow up consult visits	Consulting MD/Provider	In Note/ verbal if RN present during initial consult
Day of Consult	Consulting Service provides: <ul style="list-style-type: none"> Name of provider consulting Time of consult – confirming patient availability 	Consulting MD/Provider	Phone call to main unit phone number: Labor/Delivery/HR 317-948-7131 Mother/Baby 317-948-7480 Note: MD contact to nursing should be via phone call to unit or number provided for bedside RN. RN will not likely receive Diagnotes msg quickly
	Secretary or RN provides: <ul style="list-style-type: none"> Cisco phone number of beside RN for the patient *this gives consulting provider direct contact number if appointment time needs to be adjusted	Unit Secretary RMNH/ RN	During phone call from consulting service
	*Patients on their own insulin pump having Endocrine consult need recent diaries scanned into Cerner.	Unit Secretary RMNH/ RN	Bedside RN-provides diaries to Secretary. Unit Secretary completes scanning process
Time of Consult	Obtain virtual care device (iPad) from appropriate storage location	RN at RMNH	
	Provider at virtual visit location <ul style="list-style-type: none"> Computer with mic and camera HIPPA Secure/patient privacy 	Consulting MD/Provider	TBD- consult office availability at MH/UH
	Launch Virtual Visit in Amwell	RN at RMNH	Amwell Embedded band in patient chart
	Connect iPad as patient side endpoint to Virtual Visit	RN at RMNH	From Amwell Visit
	Diagnotes provider that patient is ready	RN at RMNH	Diagnotes icon on bedside computer
	Provider joins visit in progress	Consulting MD/Provider	<ul style="list-style-type: none"> Open patient chart *same inpatient encounter as nurse Click Amwell Embedded band Join visit in progress
	Virtual Visit takes place	Consulting MD/Provider RN bedside at RMNH Patient	
	Clean and Return virtual care device to appropriate storage location	RN at RMNH	

Virtual Consult

Virtual Consult- MH Patient/OB ICU nurse

When	Action	Who	How
Prior to Virtual Consult	Initiate consult request with consulting service	Primary MD/Provider RMNH	Per existing workflow
	First consult in person	Consulting Neonatology MD/Provider	On site at MH
	Communication of follow up consult visits	Consulting Neonatology MD/Provider	In Note/ verbal if RN present during initial consult
Day of Consult	Consulting Neonatology team member provides: <ul style="list-style-type: none"> Name of provider consulting Time of consult – confirming patient availability 	Consulting Neonatology MD/Provider or designated team member	Phone call to OB ICURN phone number 463-249-5150 Note: MD contact to nursing should be via phone call to unit or number provided for bedside RN. RN will not likely receive Diagnotes msg quickly
Time of Consult	Obtain virtual care device (iPad) from appropriate storage location	OB ICU RN at MH	Same as central location for all the NRP/warmer equipment for the ICU's
	Provider at virtual visit location <ul style="list-style-type: none"> Computer with mic and camera HIPPA Secure/patient privacy 	Consulting Neonatology MD/Provider	TBD- consult office availability at RMNH
	Launch Virtual Visit in Amwell	OB ICU RN at MH	Amwell Embedded band in patient chart
	Connect iPad as patient side endpoint to Virtual Visit	OB ICU RN at MH	From Amwell Visit
	Diagnotes provider that patient is ready	OB ICU RN at MH	Diagnotes icon on bedside computer
	Provider joins visit in progress	Consulting Neonatology MD/Provider	<ul style="list-style-type: none"> Open patient chart *same inpatient encounter as nurse Click Amwell Embedded band Join visit in progress
	Virtual Visit takes place	Consulting MD/Provider OB ICU RN at MH Patient	
	Clean and Return virtual care device to appropriate storage location	OB ICU RN at MH	