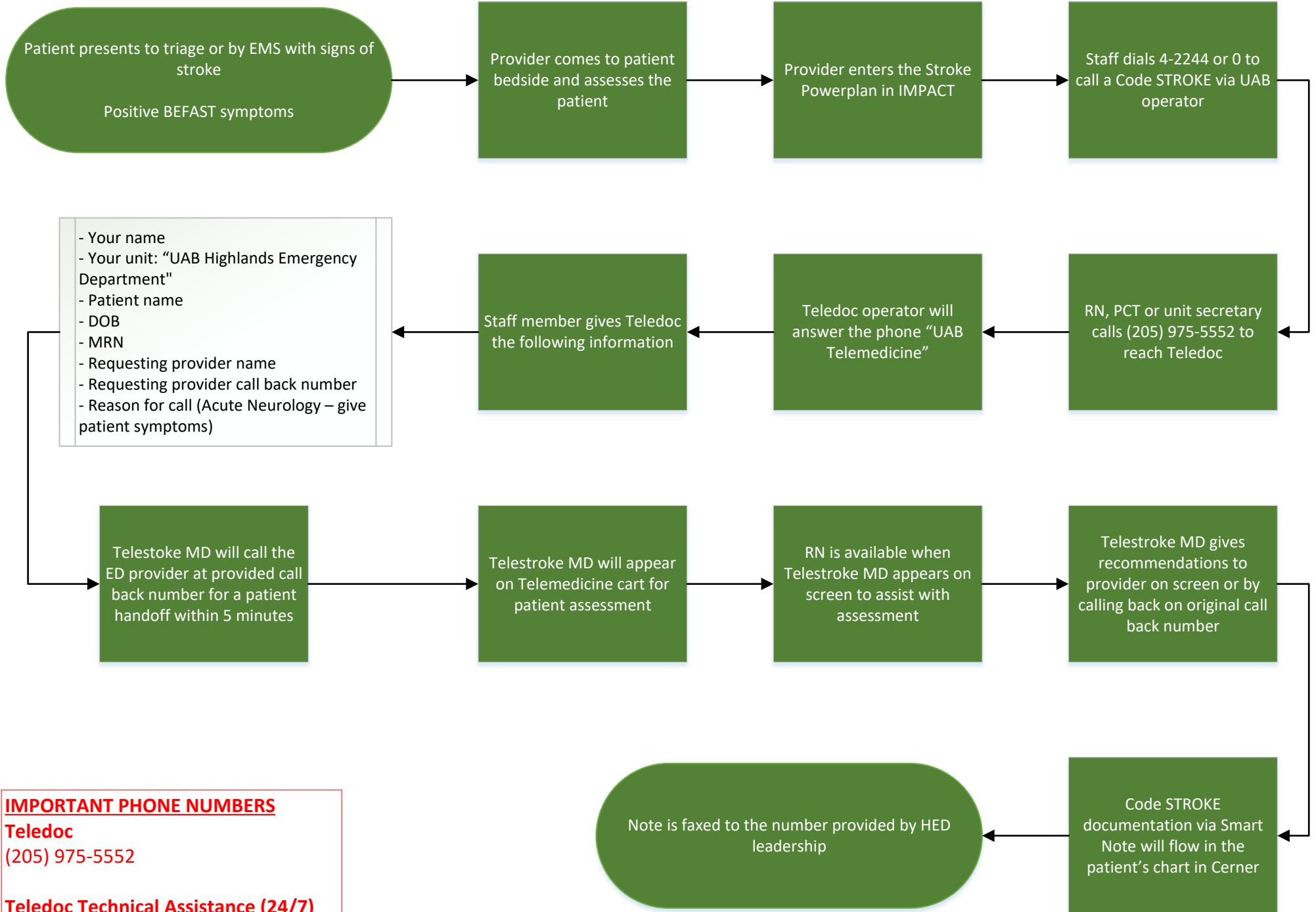


UAB HED Telestroke Tip Sheet



IMPORTANT PHONE NUMBERS

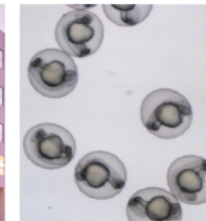
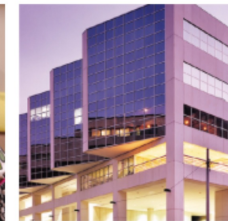
Teledoc
(205) 975-5552

Teledoc Technical Assistance (24/7)
(877) 484-9119

UAB eMedicine Stroke

UAB Highlands and UAB Gardendale Provider Update

UAB MEDICINE



Transition to TelaDoc

- **UAB eMedicine is changing platforms from American Well to TelaDoc.**
- **Starting August 8, 2023 at 7:00 AM, cases to the UAB Telestroke Program will be entered using this new system.**
- **While much of the workflow around the care of the patient will be unchanged, there are some important differences to be aware of in the activation process**

Stroke Providers

-Coverage will continue to be provided by UAB based physicians

-Board certified neurologists with extensive stroke and emergency tele-neurology experience

-While some facilities participating in the telestroke program may ultimately gain access to an additional pool of telehealth specialists for non-stroke neurologic needs, we are not planning on having these external physicians cover UAB Highlands or Gardendale at this time.

Workflow (process changes in Red)

1. Patient evaluated by hospital or ED physician
2. Provider activates a code stroke and the stroke powerplan in Cerner
3. **A staff member activates telestroke by calling (205) 975-5552. The call will go to the telemedicine call center who will answer as "UAB Telemedicine." The staff member will provide the patient details to the call center who then notifies the on call stroke specialist/neurologist.**
4. **The neurologist will call the requesting physician within 5 minutes to receive a warm handoff of the patient and can make initial recommendations about the need for advanced imaging (CT Angiography or Perfusion).**
5. Neurologist reviews CT imaging
6. Neurologist performs video assessment with a nurse at the bedside
7. Neurologist and requesting physician discuss the findings and recommendations
8. Neurologist documents findings and recommendations
9. When applicable, the neurologists will assist in facilitating transfer to the inpatient stroke service for endovascular therapy or admission

Consult Activation

- **The initial call can be made by any care team member (does not have to be the provider)**
- **Be prepared to provide this information:**
 - **Your name**
 - **Your location or unit**
 - **Patient name**
 - **DOB**
 - **MRN**
 - **Requesting MD name**
 - **Requesting MD call back number**
 - **Reason for call (Acute Neurology)**
 - **Cart ID**

Documentation

- **Documentation is initially completed in SmartNotes in the TelaDoc platform**
- **IF the name and MRN given by the initial caller to (205) 975-5552 matches the IMPACT order then the documentation will flow into the patient's chart.**
- **Notes are also faxed directly to the patient's location**
- **If additional questions arise following the consult, the on call neurologist can be contacted again by calling the telehealth call center and asking to have the doctor call back in to a given phone number**

Summary of Changes

- **Consult initiated by simple phone call rather than through the telehealth cart**
- **Neurologist and requesting physician discuss case by phone**
 - Selection of Neuroimaging
 - Initial BP goals
- **Improved proactive monitoring of the device to ensure readiness**
- **Comprehensive monthly reports with program metrics**
- **Easy access to re-contact a teleneurologist**