

Staff Roles & Responsibilities

Task		Facility Staff	eCare Specialty Clinic Staff
Scheduling	Scheduled	<ul style="list-style-type: none"> Receive consult request notification from facility Provider within EHR Determine and enter patient appointment into eCare Specialty Clinic Telemedicine Scheduler Schedule appointment within facility scheduling platform Confirm telemedicine cart for consult Determine telepresenter assigned to assist with consult Contact patient to confirm appointment date and time prior to consult visit 	<ul style="list-style-type: none"> Receive notification of specialty consult request within facility EHR
	Walk-In	<ul style="list-style-type: none"> Receive consult request notification from facility Provider within EHR Call eCare Specialty Clinic to request patient specialty appointment availability Schedule appointment within facility scheduling platform Confirm telemedicine cart for consult Determine telepresenter assigned to assist with consult 	<ul style="list-style-type: none"> Receive call from facility for on-demand or walk-in appointment Triage and obtain intake information Determine Specialist availability and confirm time to activation, as applicable Schedule patient within Specialty Clinic Telemedicine Scheduler
Daily Camera Check-In		<ul style="list-style-type: none"> Contact Specialty Clinic to request camera check Complete video activation and peripheral test, as applicable Complete weekly hard reboot of equipment 	<ul style="list-style-type: none"> Facilitate video and peripheral test with facility
Rooming Patient	Medical Outpatient	<ul style="list-style-type: none"> Complete nursing assessment per standard facility policy and procedure Obtain full set of vitals Provide patient gown, if applicable, for Provider exam Prepare positioning of patient and telemedicine equipment for exam Contact Specialty Clinic to activate video encounter and confirm patient readiness 	<ul style="list-style-type: none"> Confirm vitals are completed and documented eCare Specialty Clinic hub notifies Specialty Clinic Provider of patient readiness eCare Specialty Clinic Provider activates video encounter
	BH Psychiatry Outpatient	<ul style="list-style-type: none"> Complete nursing assessment per standard facility policy and procedure Obtain full set of vitals and document Behavioral Health screening tool score results Prepare positioning of patient and telemedicine equipment for exam Contact Specialty Clinic to activate video encounter and confirm patient readiness Provide screening tool score results to eCare Specialty Clinic 	<ul style="list-style-type: none"> eCare Specialty Clinic hub notifies Specialty Clinic Provider of patient readiness and shares BH screening tool score eCare Specialty Clinic Provider activates video encounter
	BH Therapy Outpatient	<ul style="list-style-type: none"> Prepare positioning of patient and telemedicine equipment for exam Contact Specialty Clinic to activate video encounter and confirm patient readiness 	<ul style="list-style-type: none"> eCare Specialty Clinic hub notifies Specialty Clinic Provider of patient readiness eCare Specialty Clinic Provider activates video encounter
Patient Readiness		<ul style="list-style-type: none"> Confirm '3 Points of Readiness' <ul style="list-style-type: none"> 1. Confirm Video Activation: Hear and See individuals 2. Telepresenter Introduction 3. Patient Readiness: Patient Name and DOB Assist with equipment troubleshooting, when applicable 	<ul style="list-style-type: none"> eCare Specialty Clinic hub notifies Specialty Clinic Provider of patient readiness Assist with equipment troubleshooting, when applicable
Patient Consult		<ul style="list-style-type: none"> Assist with peripherals for patient exam, when applicable Assist with procedures, as applicable, such as splinting, dressing changes, etc. 	<ul style="list-style-type: none"> eCare Specialty Clinic Provider completes patient consult
Plan of Care		<ul style="list-style-type: none"> Relocate equipment from room to designated 'Home Station' Review plan of care and discharge instructions with patient Assist with scheduling a follow up visit with patient prior to discharge from clinic, when applicable 	<ul style="list-style-type: none"> Receive notification from eCare Specialty Clinic Provider of 'consult complete' Contact facility staff to coordinate follow up visit with patient, if applicable, and plan of care
Post Consult		<ul style="list-style-type: none"> Responsible to maintain all regulatory reporting requirements 	