
Emergent Assessment Room Etiquette

Avel eCare's experience has proven the patient's environment has a significant impact on the success of the telemedicine assessment. The goal of the Avel eCare Assessment team is to create an environment of trust and open communication with the patient; distractions and interruptions often result in the patient limiting responses creating a delay in care. Below is a sample listing of considerations Avel eCare requests the bedside team to be mindful of during the video encounter.

- Eliminate ancillary staff from entering the patient's room, e.g., lab, radiology and EKG.
- Eliminate or minimize bedside conversation and interactions with the patient.
- Family/friends or bedside staff presence is discouraged unless required for patient safety or at the request of Avel eCare or the patient.
- Eliminate or minimize bedside staff activities or movements when required to be physically in the room.