Tele-Stroke
WORKFLOW

UPPER MIDWEST
Telehealth
RESOURCE CENTER
A program of the Indiana Rural Health Association

#1 Patient

Patient presents to Emergency Department

Receive test results from provider and confirmation regarding tele-stroke consultation.

Provider should ensure that all necessary information is sent over to the tele-neurologist for a seamless consultation.

Allow patient/family to ask any pertinent questions regarding diagnosis and medical decision-making.

Patient/family should acknowledge their understanding of the provider's decision in treatment.

#2 Office Staff, Nurse, Telehealth Coordinator

Review provider orders for imaging and testing to ensure that tele-stroke is appropriate and needed.

Confirm wish to consult with provider if clarification needed.

Obtain consent documentation and verify insurance.

Confirm proper connection to tele-stroke platform, as well as patient's identity.

After visit is complete, ensure proper disconnection from the platform.

Complete education with patient/family as needed.

#3 Provider

Prepare patient/family members for tele-stroke appointment by doing a brief walkthrough of the consultation.

If needed, after the tele-stroke consultation, discuss further with consulting neurologist for medical decision-making.

Complete documentation of encounter, write prescriptions, discharge paperwork, transfer paperwork, or admission paperwork as needed.

Tele-Stroke Workflow

Preparing for the Appointment

- Make sure the tele-stroke equipment is working and successfully connected to WiFi. Test that the sound works and the video quality is good.
- Keep the camera with the patient's face centered on the screen. Make sure that the camera is situated in a way so that the Neurologist can effectively evaluate the patient.
- Make sure that the Neurologist has been appropriately briefed as to test results, initial symptoms, etc. so they have a complete background on the patient's condition.
- Make sure there is adequate lighting on the patient for the Neurologist to perform their consultation.
- Ensure that distractions are removed from the patient's hospital room, including children and/or closing the patient's door to reduce outside noise.

During the Appointment

- Make sure that the Neurologist is able to adequately hear the patient, provider, and/or family members once the call has started. Speak at a normal volume and clearly.
- Take notes to help remember anything important the Neurologist recommends or any answers they provide to questions.
- Ask about a follow-up call and the necessary next steps at the end of the consultation including admission, transfer, or discharge.

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