PURPOSE
The purpose of this policy is to describe the process of utilizing Telemedicine (Tele911) to treat and release stable patients at the scene of a call to avoid medically unnecessary ambulance transports to an emergency department (ED).

AUTHORITY
California Health and Safety Code - Division 2.5: Emergency Medical Services [1797. - 1799.207.]
California Code of Regulations, Title 22, Social Security, Division 9, Prehospital Emergency Medical Services

Indications and Medical Screening Checklist For Consulting Tele911

<table>
<thead>
<tr>
<th>Qualifying Questions</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td><strong>Section A – Request for Treatment in Place</strong></td>
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<tr>
<td>Are the patient’s vital signs stable and within normal limits?</td>
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<td>Is the patient one (1) year of age or older?</td>
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<td>Is the patient’s GCS 15 <strong>OR</strong> is their mentation at their neurologic baseline?</td>
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<tr>
<td><strong>CONFIRM</strong>: the patient does not need transport to the ED by ambulance?</td>
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<tr>
<td><strong>CONFIRM</strong>: the patient does <strong>NOT</strong> require specialty care services?</td>
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<tr>
<td><strong>CONFIRM</strong>: the patient is <strong>NOT</strong> combative, aggressive, or uncooperative?</td>
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<tr>
<td><strong>CONFIRM</strong>: the patient’s complaint is <strong>NOT</strong> pregnancy-related?</td>
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*OR*

| Section B – High-risk Refusals / AMA                                                |     |    |
| Is the patient refusing treatment(s) and/or transport?                              |     |    |

*OR*

| Section C – Non-transports of Patients Aged 65 or older                             |     |    |
| Is the patient aged 65 or older with a medical complaint who is not being transported? |     |    |

If the answers to ALL of the questions in sections A, B, **OR** C are **YES**, then a Tele911 consultation shall be utilized.

The Tele911 physician can send any necessary prescriptions to the patient’s pharmacy while a Tele911 Patient Care Coordinator can follow up with the patient with referrals to primary care and social services.
Procedure for Contacting Tele911

Contact Tele911 only after a complete patient assessment has been performed.

1. Tap the Tele911 link/app on your mobile device.
2. Fill out the required fields on the patient intake form. Any additional information that is not required is still highly recommended.
3. Take a photo of the patient’s ID card or driver’s license and health insurance card (if available). Upload them into the intake form.
4. Allow access to the mobile device’s microphone and camera.
5. Provide a patient report to the Tele911 physician when they join the video, which will include the following information:
   a. Image of Patient ID (if available)
   b. Image of Patient Insurance Card (if available)
   c. Chief Complaint
   d. Reason for Visit
   e. First Name
   f. Last Name
   g. DOB
   h. Gender
   i. SSN (if available)
   j. Patient Address
   k. Health Insurance
   l. Past Medical History
   m. Current Medications
   n. Allergies
   o. Primary Assessment
   p. Vital Signs including, but not limited to any diagnostic information including cardiac rhythm, 12-lead ECG interpretation, SpO₂, blood glucose, etc. as medically indicated.
6. Flip the camera to the patient when prompted by the Tele911 physician.
7. The patient’s disposition will be final as per the Tele911 physician and the patient.
8. Complete the documentation on the ePCR to indicate that Tele911 was contacted and enter the final patient disposition, which will be one of the following:
   a. Treatment in Place (no transport)
   b. Transport to a hospital ED
   c. Self – Transport
   d. Patient refusal of transport/AMA