

## EAGLE INTERVIEWS

# What Do Front-Line Nurses Think of Eagle Telemedicine?

*Is your medical staff hesitant to incorporate new technology into their routine? Are they worried that an on-site doctor would be better for their patients? Two front-line RNs at Newton Medical Center say that both nursing staff and patients couldn't be more pleased.*

### How long did it take you to feel comfortable working with the robot and Eagle TeleHospitalists?

**Alix Miller, RN:** After using the robot and TigerText a few times, I felt very comfortable. These tools are much more user-friendly than I expected.

**Craig Ratzlaff, RN:** Not very long, maybe 1-2 weeks. They are all very helpful.

### Has TeleHospitalist coverage at night made things easier for you and other hospital staff?

**AM:** I really love having a doctor readily available all night long. At first I was skeptical of having a remote physician on call for my patients. But I quickly came to appreciate their accessibility and helpfulness. These doctors are always awake for "small things" like cough drops, and always alert and fresh for emergencies. This is a huge improvement from paging doctors and waking them up, waiting for responses, waiting for them to drive in from home, etc. The patient gets taken care of much faster at night now.

**CR:** My nights run MUCH smoother since we have the TeleHospitalists. No longer do I have to make a decision on whether or not the "situation" warrants a call to the doctor and waking him/her up. Now I can just shoot him/her a TigerText and resolve the problem/need right away!

### When you bring in the robot for a tele-encounter, how do your patients initially react?

**AM:** I always explain the process before bringing in the robot, and almost all patients are intrigued. Afterwards, I always ask for their thoughts, and usually it's a positive response.

**CR:** Intrigued and enthused! I have never met a patient who didn't like the new technology! The patients respond very well to the TeleHospitalists!

### From a clinical perspective, has the TeleNocturnist program contributed to improved outcomes?

**AM:** As previously mentioned, I feel that therapies and treatments needed at night are initiated much sooner than before the telehospitalist program. In my opinion, eliminating these potential delays in treatments definitely improves patient outcomes.

**CR:** From my perspective, I feel like we have improved outcomes. For example, if my patient is starting to develop crackles and has fluids running, and O2 sats are stable...I can just TigerText the doctor and get an order to lower or discontinue fluids that are running. This prevents us from overloading a patient and potentially needing Lasix and increased need for supplemental oxygen.



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