



EAGLE TELEMEDICINE

Implementation Q & A



IMPLEMENTATION Q & A

Q1. Who are the key participants in telemedicine training at the hospital?

Telemedicine training is a little different at every hospital. Eagle Telemedicine adapts to the hospitals workflow, equipment and software. As a result, your hospital's processes will drive which staff members receive training.

Training at the hospital is customized and can differ depending on the size of the facility. At a small, rural facility, hospital leadership will sometimes attend the training. We've trained CEOs, CMOs and medical directors as well as the nurses and physicians that will interact day-to-day with our telemedicine physicians.

With large healthcare systems, senior leadership is rarely involved with implementation. The service-line manager, Medical Director, technical staff and end-users participate in telemedicine training. Senior leadership is more likely to get involved or receive a demonstration of the telemedicine program after the program is launched.

The Information Technology (IT) team is always very involved in training. We work closely with your technical team to ensure that the cart, equipment and software are set-up correctly and secure.

Nurse Managers are involved throughout the implementation. They are essential to a successful program launch and operation.

The medical staff office doesn't always participate in the full implementation and training. However, we recommend that they're involved in aspects of the program's launch.

Q2. Do you provide formal training for the onsite telemedicine facilitator?

We are here to help guide you and your staff. If your hospital has an onsite telemedicine facilitator, we coordinate training for the facilitator and staff.

We conduct the training and include third party vendors, as needed. Your implementation manager will investigate what training your staff needs. Your hospital may have significant experience using a telemedicine cart or secure messaging. Eagle can coordinate the training activities required to use the cart and software, as well as training on how to engage with our telemedicine providers.

Implementation Process Overview

-  **Project Kick Off Call**
-  **Your Pod Of Providers**
-  **Technology**
-  **Clinical Work Flow**
-  **Nurse & Medical Staff Training**
-  **Promote Your Program**
-  **Mock Go-Live**
-  **Program Launch**

When it comes to conducting a patient exam using telemedicine, the remote provider will attend the training using the cart and audio-visual equipment. This virtual presence improves the adoption of your telemedicine program and demystifies the patient consult.

We often engage the onsite telemedicine facilitator or nursing leadership in a “train the trainer” program. This program improves continuity and consistency far beyond program launch.

Q3. What is the process for scheduling telemedicine consults?

There is a communication mechanism in place at every hospital where the hospital reaches out to the physicians to request a consult. The physician will then work with someone from the hospital to schedule a time for the consult that works best for the physician, staff and patient.

Q4. What system does Eagle use for telemedicine scheduling and messaging?

Eagle Telemedicine TechFlex™ empowers our telemedicine providers to work within almost any messaging platform. We have experience with VoalteMe, Doc Halo and Perfect Serve. In addition, Eagle adapts to your hospital by working within your scheduling platform. Today, we work in Amion and Humanity as well as other scheduling solutions.

Our providers are also familiar with and use TigerConnect, which is a secure messaging application used to communicate with hospital staff. ETHOS, our proprietary scheduling system, coordinates scheduling for all of our telemedicine providers. ETHOS provides Eagle with a single view of telemedicine shift coverage at every hospital we serve.

Q5. How does Eagle select providers?

Eagle uses a team or “pod” of providers that support each hospital. The hospital’s pod of telemedicine providers train and collaborate with the onsite staff.

Our dedicated teams allow our organization and telemedicine providers to gain experience that is transferable and scalable. Hospital partners benefit from all the lessons learned dating back to 2008. Eagle is focused on continuous improvement.

As the healthcare landscape evolves because of technology, patient needs or a new virus, our implementation team, support staff and providers capture opportunities to improve and adapt.

Unlike telemedicine companies that connect hospitals with the first available physician, Eagle is able to transfer knowledge and training among its existing team of long-term providers and staff.

Q6. On the hospital side, who is most resistant to implementing telemedicine?

We’ve seen, and are able to overcome before go-live, a lack of buy-in from the nursing staff. Nurses are often concerned that the telemedicine program will create more work.

Eagle is prepared to address the concerns of your team, including your nurses. Part of the implementation process is bringing all stakeholders into the fold. After regular calls with your staff, workflow documentation and a mock go-live, the nursing staff transforms from the most resistant team members to telemedicine to advocates.

How do we convince them that telemedicine is a good idea?

Nurses quickly realize that they can connect with a TeleSpecialist or TeleHospitalist at any time, without worrying that a call will interrupt the physician’s time with family or sleep. In addition, our telemedicine providers train the nurses using the cart. Our doctors are trained to have a friendly web-side manner.

When the physician on camera makes eye contact, asks questions and expresses concern, the nurses realize the telemedicine provider will give both them and their patients the time and attention



required to provide excellent care.

If a member of your team is concerned about the use of telemedicine, alert your implementation manager. We've found that the best way to overcome concerns within your hospital is to give those with concerns an opportunity to interact with a telemedicine provider using the cart.

Q7. What are the most common pitfalls during implementation?

Technology, provider onboarding and integrating telemedicine into your hospital's existing clinical workflow are the most common challenges. However, we've developed a robust playbook to walk through implementation and launch with new hospital partners.

With more than a decade of experience implementing telemedicine programs across the country, Eagle's implementation team is always on the lookout for potential pitfalls, problems or delays. Your implementation manager will alert you and your team when a technology, clinical documentation or provider onboarding might delay the launch of your program.

Q8. How is Eagle's implementation team able to avoid implementation problem?

During the kick-off call with a new hospital, our team digs into the current hospital processes. By understanding the clinical workflow, staff roles and technology, our implementation experts are able to find and address most problems before there is any impact on your implementation. Your implementation manager will take the time to understand your hospital's operations, technology and service requirements – all in an effort to identify and avoid issues that may delay your launch.

Q9. Does Eagle have its own credentialing process to onboard doctors?

We go through a very rigorous process to vet potential telemedicine providers internally before

recommending a provider to work with your hospital. Eagle is in the application process for Joint Commission certification. Our current processes do meet Joint Commission standards.

Our internal licensing and credentialing team:

- Reviews the provider CV
- Conducts an interview and checks references
- Performs a background check
- Confirms the education, medical certifications, state licenses, DEA number and board certifications

When it's time for your hospital to privilege a telemedicine providers, we are able to share the providers information we have gathered. Our internal process for screening physicians minimizes the amount of time your staff spends gathering privileging information from our telemedicine physicians.

Eagle Telemedicine delivers inpatient telemedicine in the following specialties:

Cardiology

Gastroenterology

Hospitalist Medicine

ICU/Critical Care

Infectious Disease

Maternal and Fetal Medicine

Nephrology

Neurology

Oncology

Pediatrics

Psychiatry

Pulmonology

Rheumatology

Stroke

