ICU Tele-Intensivist Supervision Tip Sheet

1. REQUESTING TELE-INTENSIVIST SUPERVISION

- When possible, obtain informed consent for telemedicine from the patient or their legal guardian. Please note, consent is waived in a clinical emergency. The Telehealth consent form can be found in Patient Works/OnBase titled **GENERAL TELEHEALTH CONSENT FORM**
- To request supervision from a remote intensivist, call the Clinical Command Center at **646-605-5902**
- Tell the Command Center what site you are calling from and that you need tele-intensivist supervision
- The Clinical Command Center will locate the on-call intensivist that is covering your site and will connect you by phone for clinical discussion
- The Command Center will facilitate the telemedicine session for you as well and will instruct the unit to begin preparing the patient and the device for a tele-visit

2. PREPARING FOR A TELEMEDICINE SESSION

- When preparing for a tele-visit, first unplug the device and hook the power cord to the device tray table prior to moving it throughout the facility
- Wheel the device to the patient bedside and place the device 4-5 feet from the patient, centered at the foot of the bed. You can tap the camera button ▣ on the bottom right of the screen to preview the image
- If you need to adjust the device height, do so using the neck of the device. Do not move the head/screen. This will be controlled by the remote physician
- Please ensure adequate lighting on the patient end. Try to maximize lighting if possible
- **Try to limit background noise, if possible**
- Once the device is placed, lock the wheels at the bottom of the device and wait for the provider to connect. No action is needed on the patient facing end. No outgoing calls can be made from this device.

3. AFTER A TELEMEDICINE SESSION

- Once the evaluation is completed, the remote provider will end the session. No action is needed on the patient end
- If the device is visibly soiled, please wipe down with approved cleaning supplies
  - Note: under settings, click "Cleaning Mode" to lock the screen for 25 seconds to allow for cleaning without pressing any buttons
- Once cleaned, return the device back to its central storage location and **plug it in**
- Document any care in the patients chart as you normally would

4. TECHNICAL SUPPORT

- If you encounter any technical issues, please reach out to the Mount Sinai Help Desk to place a high priority ticket.
  - Hospital IT Service Desk
    - ithelpdesk@mountsinai.org
    - IT Self Service Portal
    - (212) 241-4357 — The Mount Sinai Hospital and Mount Sinai Queens
    - (212) 523-6486 — Mount Sinai Beth Israel, Mount Sinai Brooklyn, Mount Sinai St. Luke's and Mount Sinai West
    - (212) 979-4273 — New York Eye and Ear Infirmary of Mount Sinai