UTMB Access Center

Providing Access through Tele-Health

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UTMB Access Center
Tele-Health

The word *tele-health* is the umbrella term to describe health services across distance and many aspects of patient care, i.e. video conferencing, store and forward of still images, e-health patient portals, remote monitoring (vital signs, blood sugars).

1. **Tele-Medicine** - the exchange of medical information via electronic communications

2. **Tele-Radiology** - Images that are stored and forward to a radiologist for interpretation

3. **Telephone Triage** - An interactive process between a highly skilled Registered Nurse and client over the telephone. This practice focuses on assessment, prioritization, and referral to the appropriate level of care or home care measures.
UTMB Access Center Overview

- 49,500 Calls a month
- 24/7 Operations 365 days a year
- 11,000 appointments a month
- On line appointment request
- My Chart Support service
- Support Clinic Overflow calls
- Physician Referral Line
UTMB Tele-Health Nursing

- Certified Nurses—General and Specialty
- Five Year minimum of Critical Care background
- Average time is 15 years of nursing experience, majority 20 years+
- National Guidelines used
Telephone Triage

Triage Call Dispositions
1/12-7/5/12  8,491 Triages

- 911 Calls - 3.8%
- Home Care Advice - 45.2%
- ED/Urgent Care Referral - 20.5%
- Home Care & PCP Referral - 28.6%
Commercial Business

Nurse Triage Consultants

- Tele-Radiology ….. Holland America Cruise Lines, Polar Operations
- Tele-Medicine ……. Consult Access for Polar Operations & Cruise Industry
- Maritime Clinic
  - Carnival Crew Care Case Management
Polar Operations

Common Types of Teleconsultations:
• Radiology Reads
• Cardiology Consultation/ECHO telementoring
• Psychology/Counseling
• Dental
• Dermatology
Consultation Access

A direct call from Antarctica will be answered by an RN 24/7.

Consult Email Requests 24/7: Via the Polar Ops Email Account
Conclusion

UTMB Access Nurses will provide 24/7 Access to Antarctica through email and telephone.

Consult will then be given to Specialty Physician as requested via mode requested.

Tele-Medicine Video/Phone Consults can then be arranged if needed.