

Envision Physician Services Tele-Triage/Intake Program

Envision Virtual Health offers a Tele-Triage/Intake Program (“Tele-Triage”) to manage volume fluctuations during peak census hours and unanticipated surges in the emergency department. During triage, the virtual provider uses a secure virtual health platform to complete a visual exam and initiate diagnostic testing in real time with facilitation by nursing personnel. This early-provider intervention improves a patient’s likelihood of staying until disposition by the onsite provider.

Tele-Triage allows for rapid “staffing up” to manage intermittent and unpredictable volume surges. Rapid provider activation alleviates the time it takes to call for a backup provider, the time it takes the provider to drive to the facility, and any incurring travel expenses. The Tele-Triage provider begins seeing patients within minutes of being notified. Once the surge is over, the department resumes usual onsite provider and nursing staffing.

There are numerous potential benefits to implementing a Tele-Triage program, including continuing to provide consistent quality care while decreasing variability in performance metrics and managing staffing costs. Below are improved key metrics your Tele-Triage program may yield:

- | | |
|---|--|
|  LOWER Left Without Being Seen Rates |  LOWER Liability Exposure |
|  LOWER Arrival-to-Provider Times |  HIGHER Patient Experience Results |
|  LOWER Length of Stay |  HIGHER Revenue for Both Hospital and Envision |
|  LOWER Waiting Room Census | |

FAQs

What resources does this program require?

The program necessitates an onsite nursing staff member (e.g., RN, PCT, EMT-P) to facilitate the virtual visit with the patient and the remote, credentialed Envision provider. Ensuring nursing staff are available to execute orders, such as drawing labs and directing patients to radiology, is essential to improving quality and throughput metrics.

How are patients billed for this encounter?

There are no changes to existing billing practices. The Tele-Triage patient interaction is not considered a billable event at this time. Billing remains assigned to the onsite, dispositioning ED provider. The emergency service place of service (23) remains the same, and no telemedicine modifier (95) is needed when care is completed by onsite provider.

Is there a financial benefit for the hospital by supporting this program?

Yes, the hospital has financial gain potential with every LWBS saved, impacting emergency department, laboratory and radiology departments, as well as improved patient satisfaction scores.

How do we implement a Tele-Triage program?

The Envision Virtual Health team will partner with key hospital stakeholders to create workflows, education and coordination of technology solutions. A lead RN (director/manager/designee) should be part of your program design, discussions and implementation plan.

Who do I contact for more information?

For more information on approved platforms and other questions, contact us at virtualhealth@envisionhealth.com.

References:

Izzo JA, Watson J, Bhat R, et al. Diagnostic accuracy of a rapid telemedicine encounter in the Emergency Department. *The American Journal of Emergency Medicine*. 2018;36(11):2061-2063. doi:10.1016/j.ajem.2018.08.022

Joshi AU, Randolph FT, Chang AM, et al. Impact of Emergency Department Tele-intake on Left Without Being Seen and Throughput Metrics. *Academic Emergency Medicine*. 2020;27(2):139-147. doi:10.1111/acem.13890

ABOUT ENVISION PHYSICIAN SERVICES

Envision Physician Services is America's leading national medical group, providing anesthesiology, emergency medicine, hospital medicine, radiology, surgical services, and women's and children's health services to more than 1,800 clinical departments in 45 states and D.C. As a part of Envision Healthcare, we lead the delivery of care and treat more than 35 million patients every year. We are focused on what matters most—our patients. By protecting and empowering our team of more than 20,000 clinicians through wellness resources, administrative support, clinical best practices, clinical research, leadership opportunities and more, we deliver the best care to patients when and where they need us most. For more information, visit www.envisionphysicianservices.com.