



EMS E-Bridge Telehealth Response to COVID-19 QUICK SHEET

Michigan.gov/Coronavirus

E-bridge is a telemedicine application to provide enhanced consultation between paramedics and Medical Control. Emergency Protocol 8.33 *Telemedicine and Stationary Treatment of Low Acuity Patients During COVID-19 Outbreak* must be adopted to utilize the application.

Purpose: Free up emergency departments for true emergencies during the COVID-19 outbreak

- Prevent the unnecessary exposure of non-COVID patients to COVID-19.
- Decrease unnecessary hospital visits for those that will not require hospitalization.
- Redirect patients to other resources/facilities according to their needs.
- Preserve Emergency Department (ED) clinicians and resources for true emergencies.

Utilizations of e-bridges telemedicine application:

Telemedicine does not replace current practice. It provides the opportunity to consider alternatives to transporting a patient to the ED in certain situations.

Scenarios	Should telemedicine be used in this situation?
Non-emergent without complaint - These patients would be non-transport or refusals under normal circumstances.	NO
Emergency patients - These patients would be considered "load-and-go" under normal circumstances - These patients may require advanced interventions	NO
Patients requiring further evaluation - Stable to receive treatment outside the ED - Stable respiratory patients - Suitable for alternate treatment plan <ul style="list-style-type: none">○ Over the counter supportive care○ Alternate treatment destination outside ED	YES

BEFORE utilizing e-Bridges telemedicine application:

- COVID-19 screen if applicable
- Vital signs
- Focused assessment
- MCA requirements

Process for using e-Bridges telemedicine application:

- Login – MCA guided instructions
- Choose recipient
- Consult and follow guidance
- Document encounter electronically utilizing an MCA approved documentation vendor.

Terminology:

- Sender – Paramedic
- Receiver – Authorized Medical Control Telemedicine Physician
- Authorized Medical Control Telemedicine Physician – any physician approved by the MCA and appearing on the MCA receiver list within the e-Bridge telemedicine application.
 - Physicians may include urgent care, primary care, outpatient clinics, residents, fellows, etc.
- Alternate Treatment Destination
 - If being transported by EMS it means a healthcare facility other than a hospital emergency department approved by the local medical control authority Medical Director and may include physician offices, clinics, urgent care centers, and other approved alternate care centers.