



# Sage Telehealth Employee Workflow:

## **Overview:**

Sage Telehealth serves dozens of nursing homes in Texas, and 3 facilities in the state of Kansas. Our primary service line is RN triage. Our client's contract with us for eight hours of RN triage coverage each day. Our services are offered 5PM to 1AM, Monday through Friday, and 9AM to 1AM on Saturdays and Sundays.

## **Expectations:**

Sage telehealth nurses need to have access to a computer or tablet, such as an iPad, with audio and visual communication capabilities. During scheduled shifts, nurses need to be able to receive encounter requests and conduct the triage encounters in a timely manner. Each request for an encounter needs to be accepted as soon as possible and in no more than 10 minutes from the time the request is initiated. Nurses will need to be dressed appropriately to communicate with nursing facility staff and patients. Sage expects our nursing staff to interact with our clients in a compassionate and professional manner. Our clients and our nurses will be able to provide feedback on each encounter as soon as they are completed.

## **Shifts:**

Sage telehealth offers 4 and 8 hour work shifts. During each shift, our nurses will need to log in to the platform (a URL and login credentials will be provided) and list themselves as available for encounters. When encounters are initiated, an alert will populate on the nurse's screen indicating there is an incoming call. A separate alert will be sent to the nurse's cell phone number via a text message. Once the call has been accepted, the nurse that accepted the call will automatically be listed as unavailable until the encounter ends. Call volumes during each shift will vary and could be infrequent at times. Our clients are contracted with Sage for a specific amount of on-call coverage whether they utilize the service frequently or not. Our task is to be available when our clients need us and to be quick to respond when they do.



## **Encounters:**

Sage offers a RN triage service that will be utilized by on-site nursing facility staff such as LVNs and nurse's aides, typically in response to a change in condition of their nursing home residents. Nursing facility staff will have the ability to copy and paste information from their Electronic Medical Records into a window in our platform to allow nurses to review relevant patient information as necessary. Our nurses will also have the ability to share their notes on the encounter with the facility staff. Nurses will have the ability to communicate directly with the nursing home resident during the encounter.

## **Walk Through and Documentation:**

When facility staff has a change in condition with a resident that they feel is appropriate to contact our telehealth nurses about, they will log into our platform from their facility. They will enter the resident's name, and other information into the system and request a consult from one of our nurses. An alert will populate on the nurse's screen indicating there is an incoming call. A separate alert will be sent to the nurse's cell phone number, via a text message. Once the call has been accepted, there will be a video/audio link with the user at our client's facility. The facility staff will be with the resident, and the triage encounter will begin. When the encounter concludes, there will be an opportunity for our staff to type up their notes related to the call and the disposition of the encounter. These notes are required, as the facility staff must be able to document the encounter and include them in the records at the facility. After the notes have been saved and submitted, the nurse's screen will return to the home page and they will be listed as available to receive another call.

## **Protocol Support:**

Sage telehealth will provide our nurses with log-in credentials and a URL for a protocol support service to be utilized as necessary during encounters with patients. This service is provided as a tool to support our nurses in their efforts to provide the best advice possible to the staff and resident at the nursing facility. Use of the protocol support service is not required for every encounter. However, it is to be utilized based on the needs of the nurse and the condition of the nursing home resident.