

St. Andrew's Health Center Implements Avera eEmergency Services

eEmergency—part of Avera eCARE™, the suite of innovative technology applications that improve patient safety and support the rural health care workforce. eEmergency is an innovative service, now available at St. Andrew's Health Center, that links two-way video equipment in local rural emergency rooms to emergency-trained physicians and specialists in Sioux Falls, SD, 24 hours a day, seven days a week.



From your local physicians at St. Andrew's Health Center to the resources at Avera McKennan in Sioux Falls, eEmergency provides a higher level of 24/7 emergency care, right here nearby home.

The eEmergency team ensures immediate access to physician-rendered emergency care and also supports the local physician and care providers through access to consults on request.

eEmergency supports patient care by:

- Providing the availability of physician-rendered emergency care 24 hours a day, regardless of location
- Streamlining access to neurologists and other specialists for better outcomes for patients with trauma, stroke, sepsis, acute myocardial infarction and other critical care issues
- Supporting activation of emergency transport teams as early as possible, saving seconds during the golden hour
- Providing support when the local facility experiences multiple emergency cases at the same time
- Reducing unnecessary transfers, resulting in greater patient satisfaction
- Assuring patients' families access to a specialty consultation at home

eEmergency supports rural providers by:

- Offering a peer consultation
- Accessing transfer support and coordination with just a single call
- Reducing care delays caused by offsite call and inclement weather
- Initiating diagnostic tests before the local physician arrives
- Easing isolation for rural physicians
- Giving immediate support to the local care team in a crisis
- Creating a network of emergency-trained and specialist support

eEmergency supports rural facilities by:

- Reducing unnecessary transfers, resulting in increased local revenue
- Generating reimbursement through better documentation
- Decreasing expenditures for hiring locum tenens
- Boosting rural provider life balance, thereby aiding in recruitment and retention
- Supporting facilities to achieve and maintain trauma-level designations
- Offering ongoing training in technology use and emergency-medicine protocols to keep staff comfortable and up-to-date