

The background is a dark blue gradient with several abstract geometric elements. There are large triangles, some filled with a fine white line pattern and others with a solid medium-blue color. A thin white vertical line is positioned on the left side of the slide.

# Public Safety Telehealth

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Medical Director MD Ally

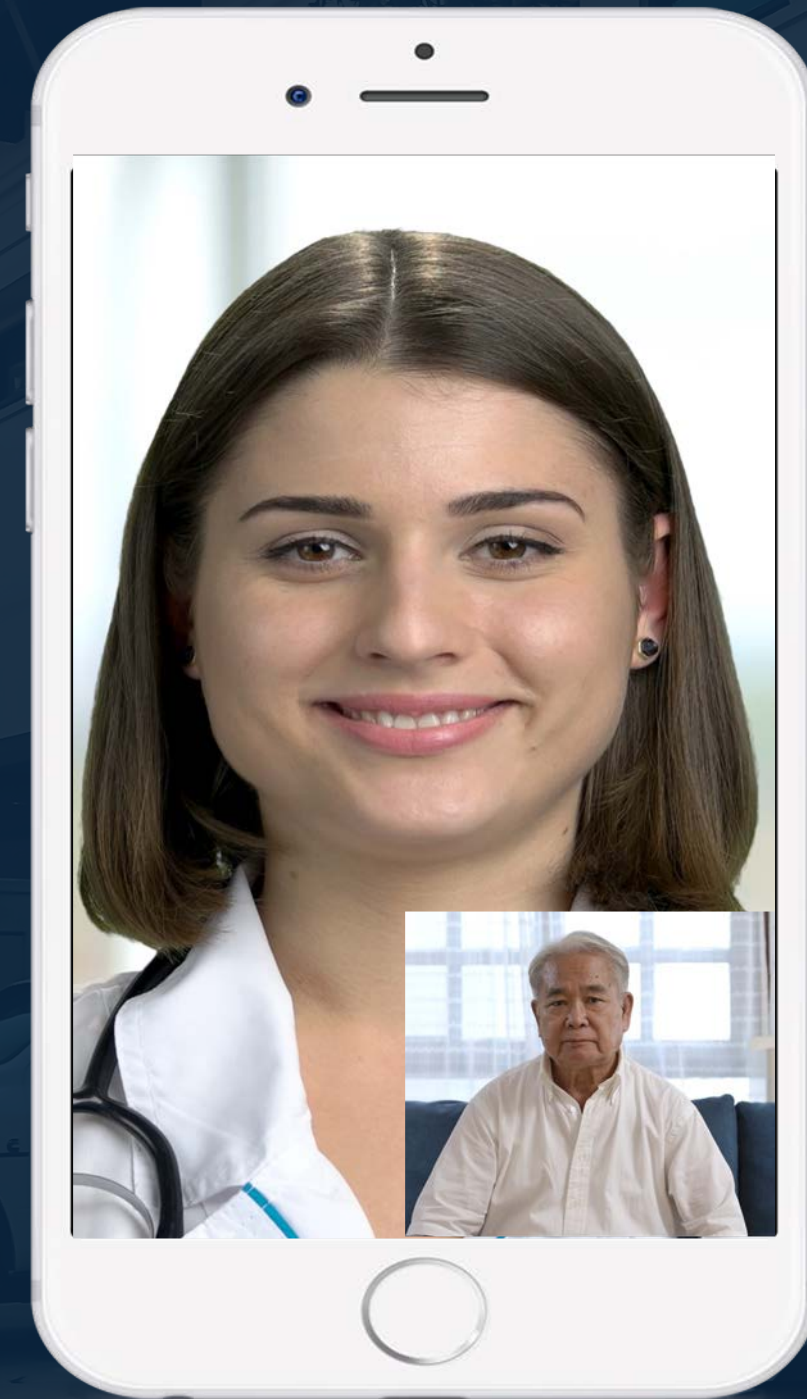
Director and Medical Director  
New Orleans EMS

September 15, 2022

# Disclosures

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- Medical Director for MD Ally-Public Safety Telehealth

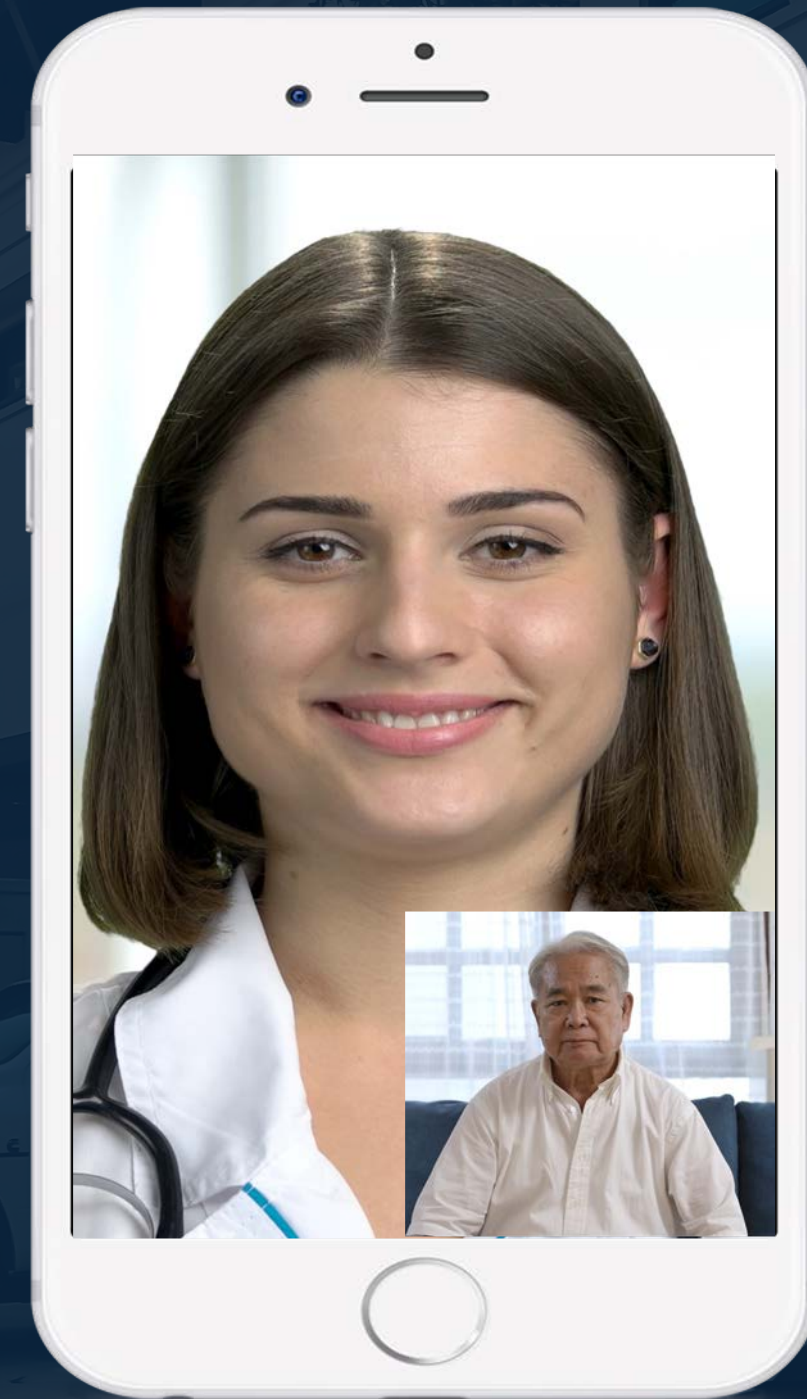




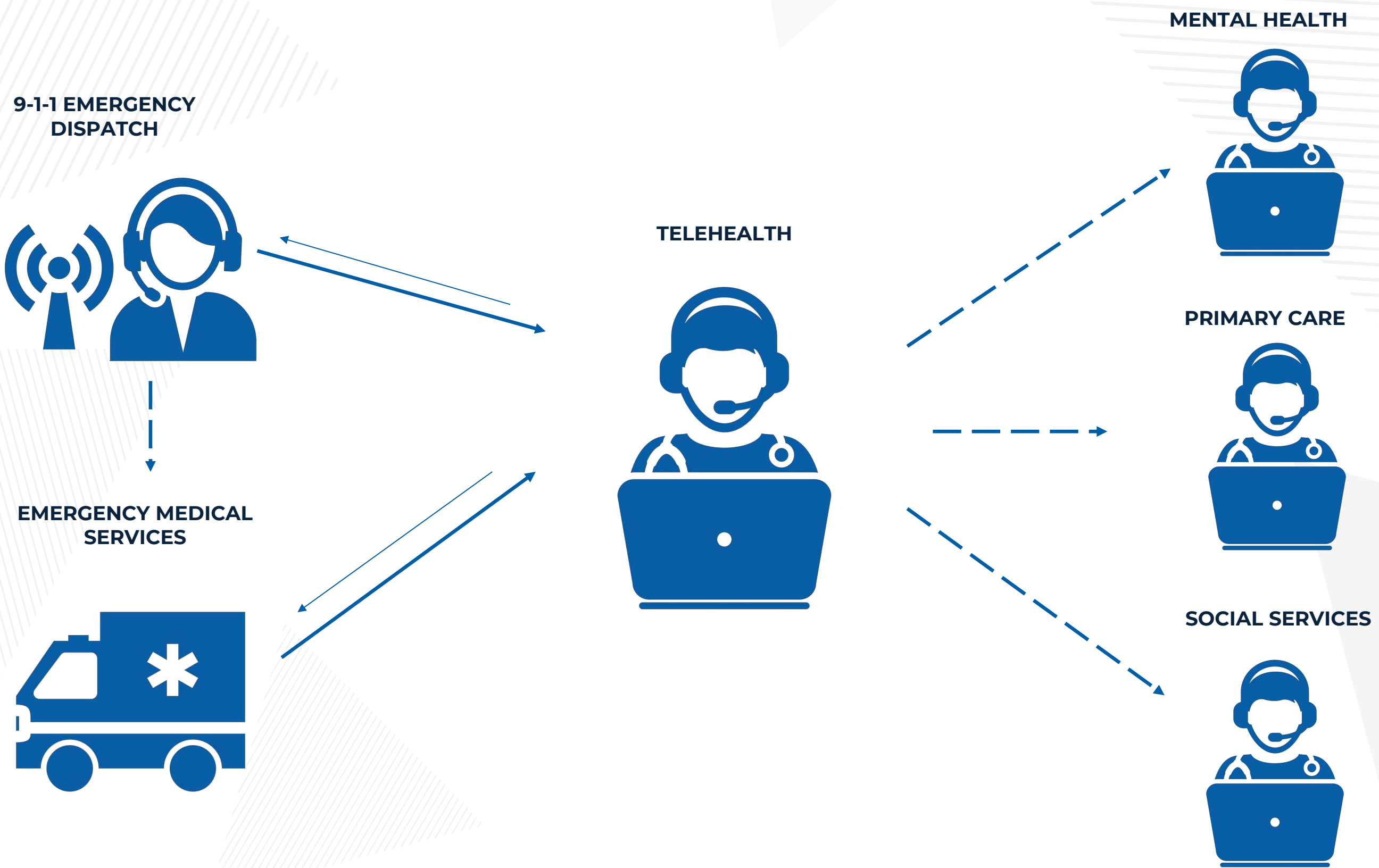
# Objectives

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- **What is telehealth for public safety?**
- **Why do we need it?**
- **When should we use it?**
- **What are the outcomes?**



# Virtual Response Tier for Public Safety





# Many low acuity patients call 911 because they do not know they have other options

## Patients call 911 because:

- They do not have another way to get care (No primary doctor, No Transportation)
- They are afraid they are having a medical emergency
- They are lonely



# Common Complaints for 911 Calls



**Migraines**



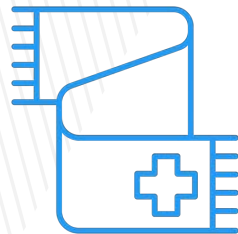
**Dehydration**



**Allergies**



**Nausea/  
Vomiting**



**Cold & Flu**



**Chronic Pain**



**Prescription  
Refills**



**Rashes/  
Skin Irritation**



**Diarrhea/  
Constipation**





## WHY TELEHEALTH FOR PARAMEDICS?

## BETTER FOR THE PATIENT



**No expensive hospital bill**



**No long ER wait time**



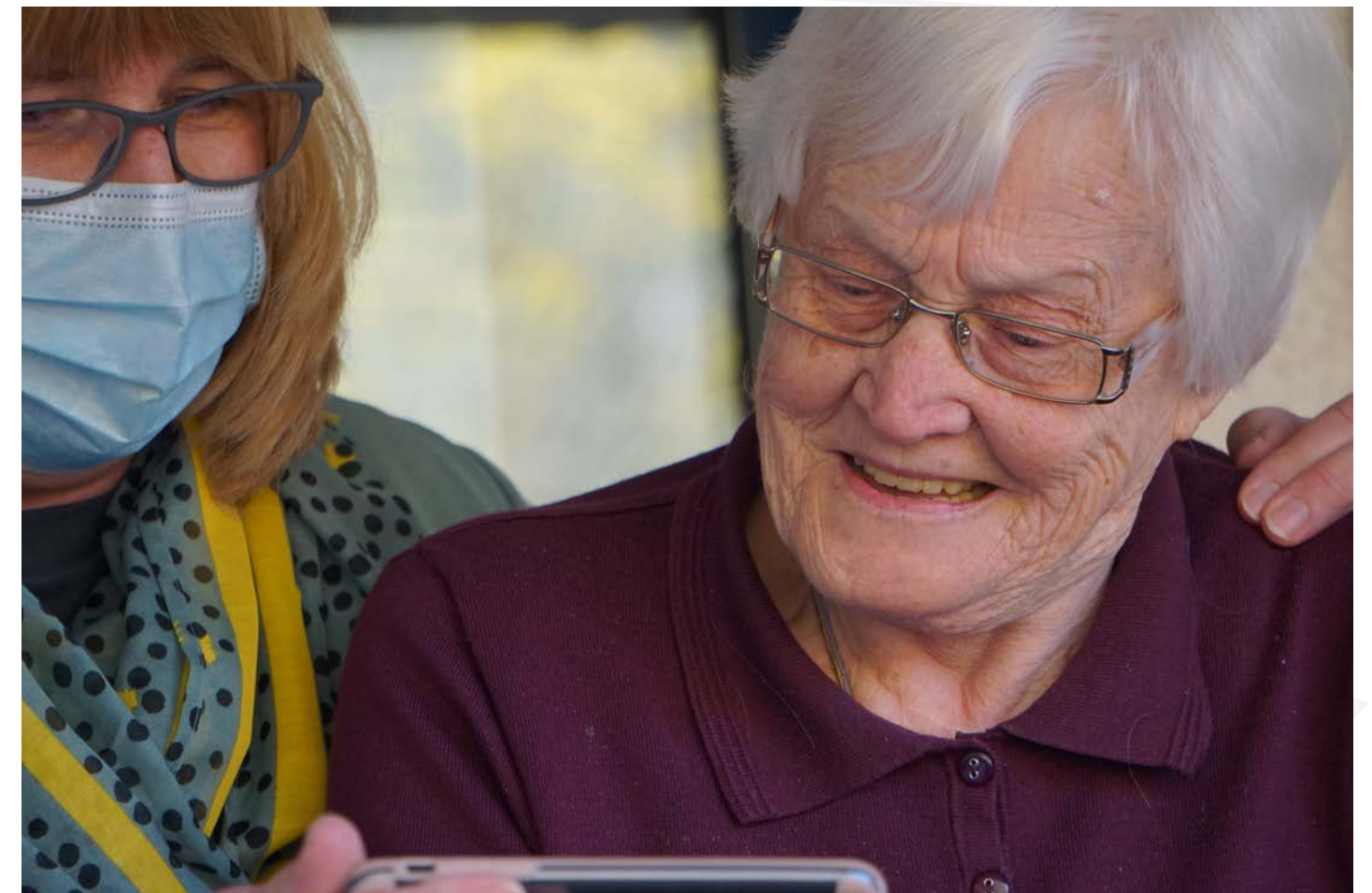
**Addressing the patients' problems where they are**



**Improve patient satisfaction**



**Decreased likelihood of contracting COVID**



## WHY TELEHEALTH FOR PARAMEDICS?

## BETTER FOR THE EMS PROVIDER?



Improve provider satisfaction



EMS can clear the scene once the patient is connected to telehealth



Eliminating hospital wall times



Decreasing Unit Hour Utilization for low acuity patients



Increase capacity to care for higher acuity patients



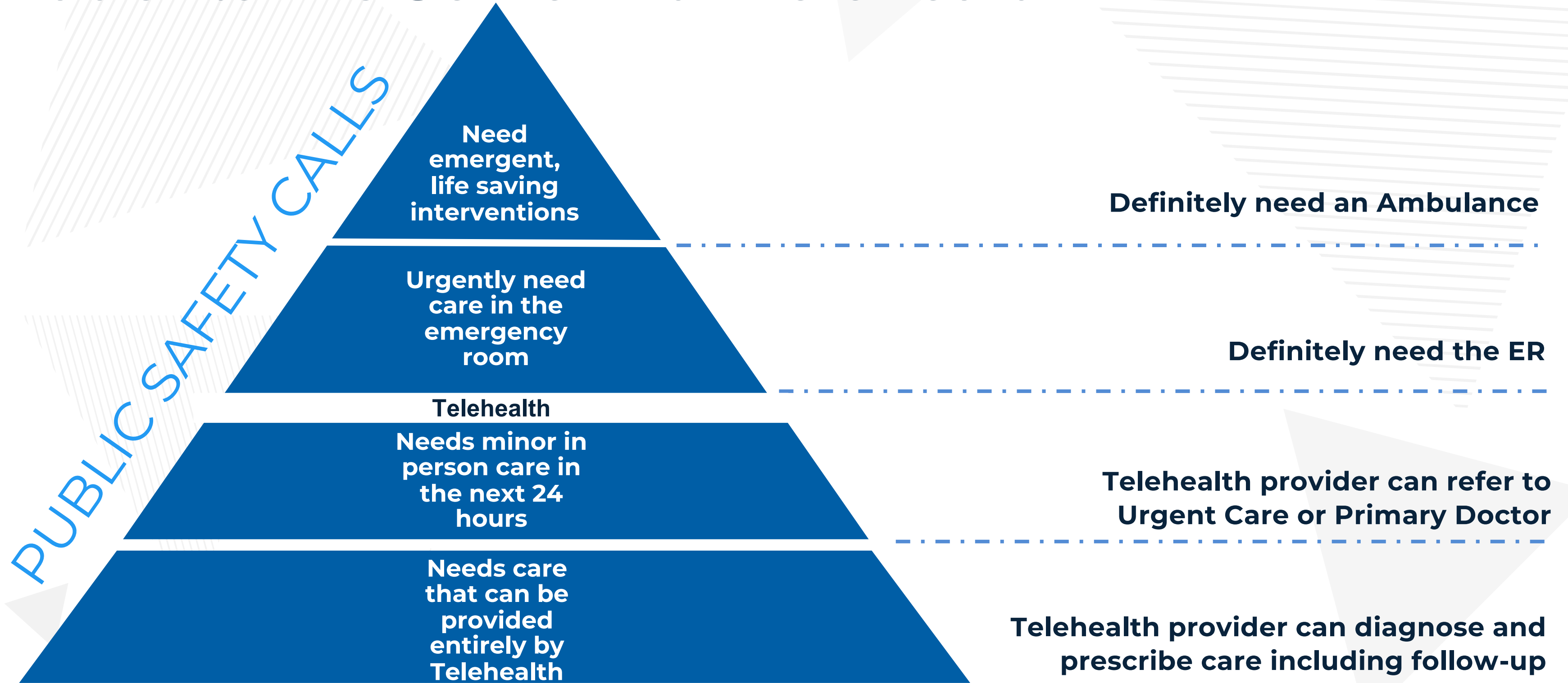


# Paramedics are Experiencing Burnout

Most EMS Professionals cited “Abuse of 911 services” (by low acuity patients) as a leading cause of burnout.



# Patients We Serve with Telehealth





# Exclusion Criteria

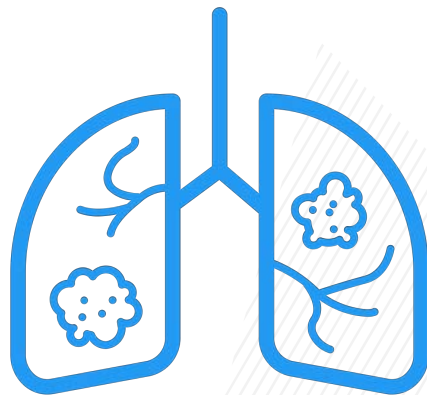
ED REQUESTED



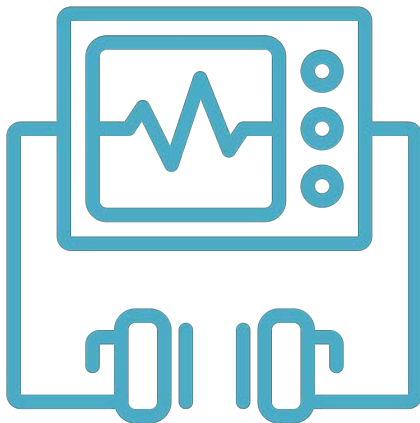
ABDOMINAL PAIN



SHORTNESS OF BREATH



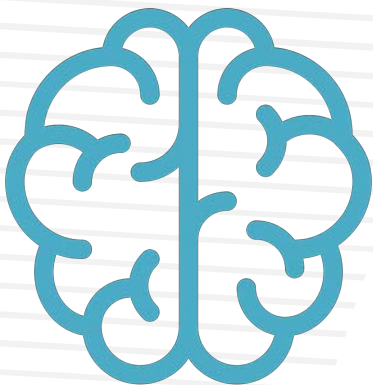
ALS NEEDED



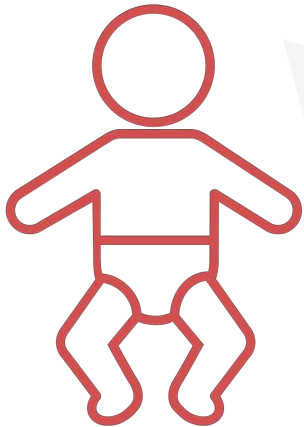
SYNCOPE



NEURO



<1 YEAR



CHEST PAIN



ABNORMAL VITALS



# Target Encounter Timeline





# Telehealth Patient Case Study

71 y/o male with back pain

▶ **Paramedic Assessment:** Paramedic found the patient in need of transport to a local methadone clinic with no other urgent complaints

▶ **Physician Assessment:** No urgent medical conditions

▶ **Care Concierge Plan:** Alternative transport to the methadone clinic. Connected to Department of Veteran & Social Services



Telehealth for EMS and 911

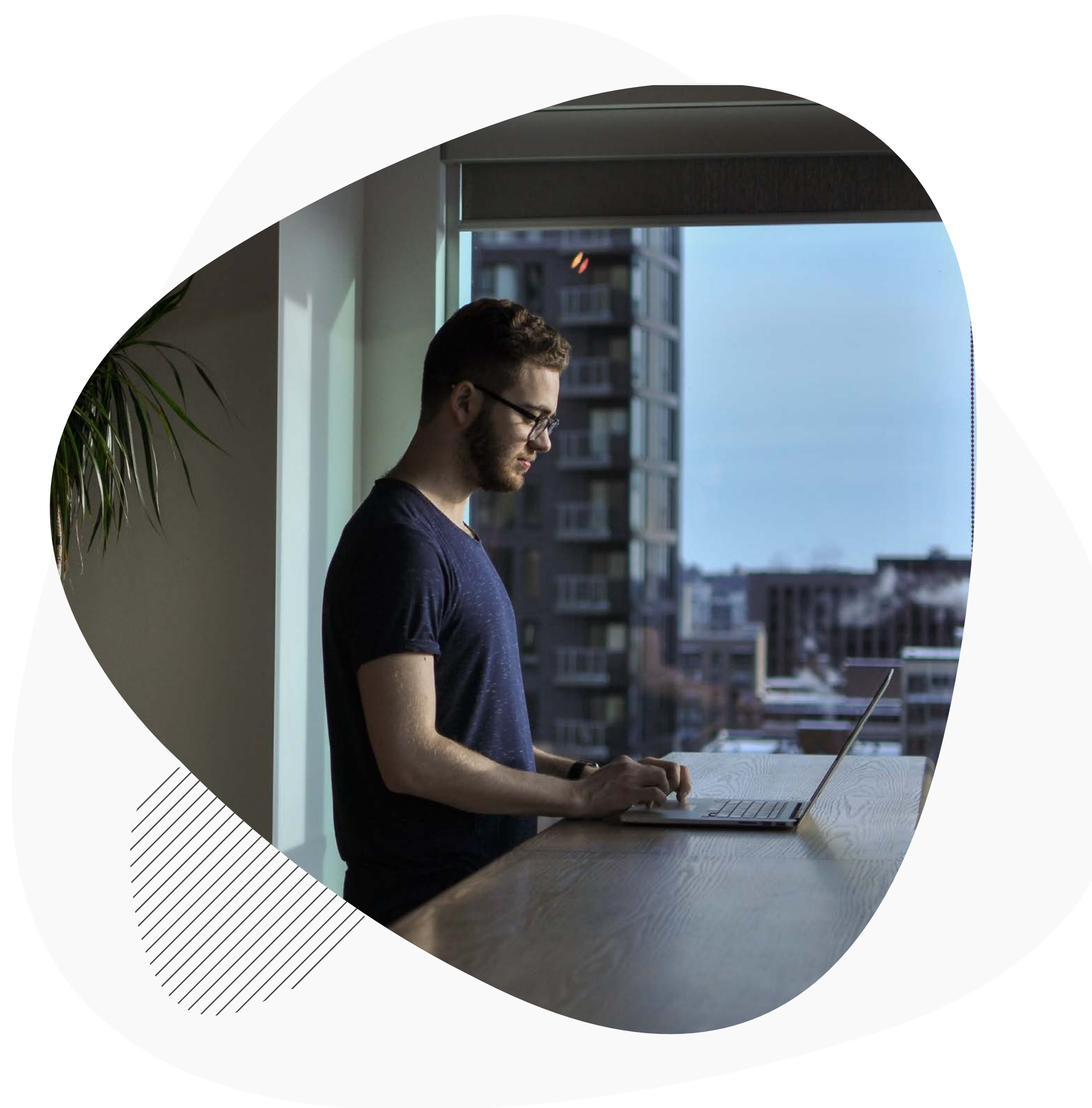
# Telehealth Patient Case Study

39 y/o male with history of seizures

▶ **Paramedic Assessment:** Patient out of his seizure medication. No other medical complaints.

▶ **Physician Assessment:** No urgent medical conditions present. Prescribed refill of seizure medicine.

▶ **Care Concierge Plan:** Set up home delivery. Partnered with Veteran & Human Services/Social Services.





# Solving Problems through Additional Support

**Arrange for  
Alternative  
Transportation**

**Schedule Care  
Appointments**

**Coordination with  
Social Services**

**Securing Orders for  
Home Health**

**Anything Else the  
Patient Needs**

**Set Up Prescription  
Home Delivery**

**Arrange for Mental  
Health Services**



# Patient Demographics

- 70% Female
- 30% Male
- Aged 2YO-90YO





# Paramedic On Scene Telehealth Data



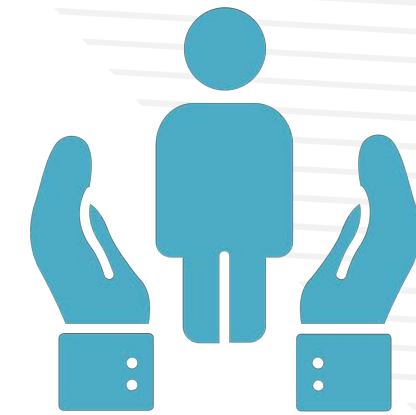
**5 Minutes**

Average  
response time



**21 Minutes**

Average duration



**16%**

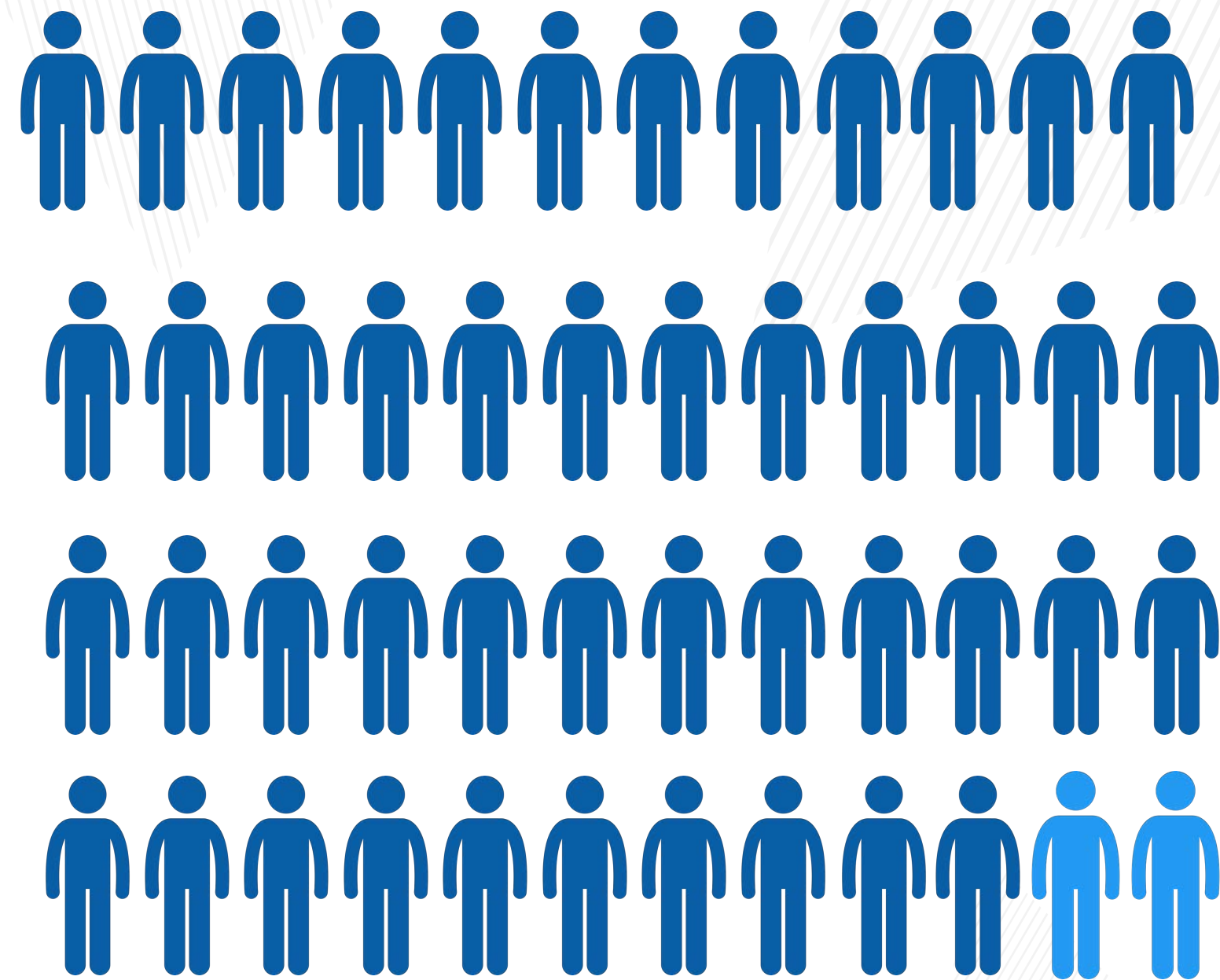
Connected to  
social services

# By the Numbers: Paramedic On-Scene

DATA POINT	VALUE
911 Re-Activations within 48 hours	0%
ALS Unit	68%
BLS Unit	24%
Direct Patient Calls	8%
Accepted by Physician (Avg)	2 minutes
Physician Patient Contact (Avg)	5 minutes
Encounter Duration (Avg)	15 minutes
Patient Age (Median)	56 years old
Medications Prescribed	39%
Social Services Referrals	16%



**96% of MD Ally  
Patients Don't Call 911  
within 7 Days**



# What are the Patients Saying?

“

*“This is how healthcare should be.”*

“

*“There was no wait and I got exactly what I needed.”*

“

*“I was worried I would catch COVID in the ER. I am so glad I was able to be seen at home.”*





# What are the Medics Saying?

“

*“The telehealth physician was so fast. We were back in service quickly.”*

“

*“No waiting on the wall in the ER.”*

“

*“The patient just needed a refill. We were able to get the patient the meds without transporting. Big win!”*

“

*“One of our frequent fliers used to call multiple times a day. Now he calls much less frequently. Amazing.”*





Thank You

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