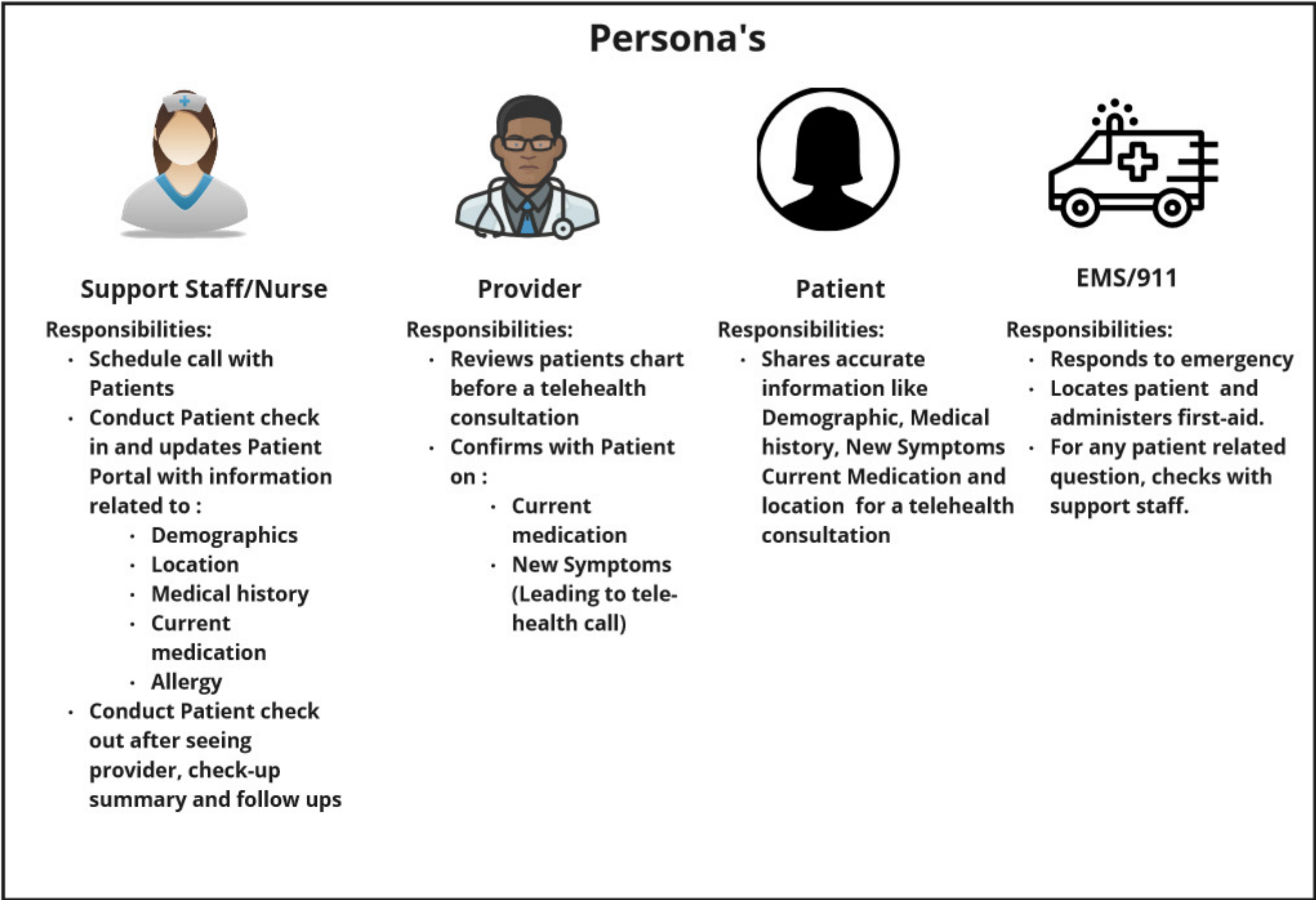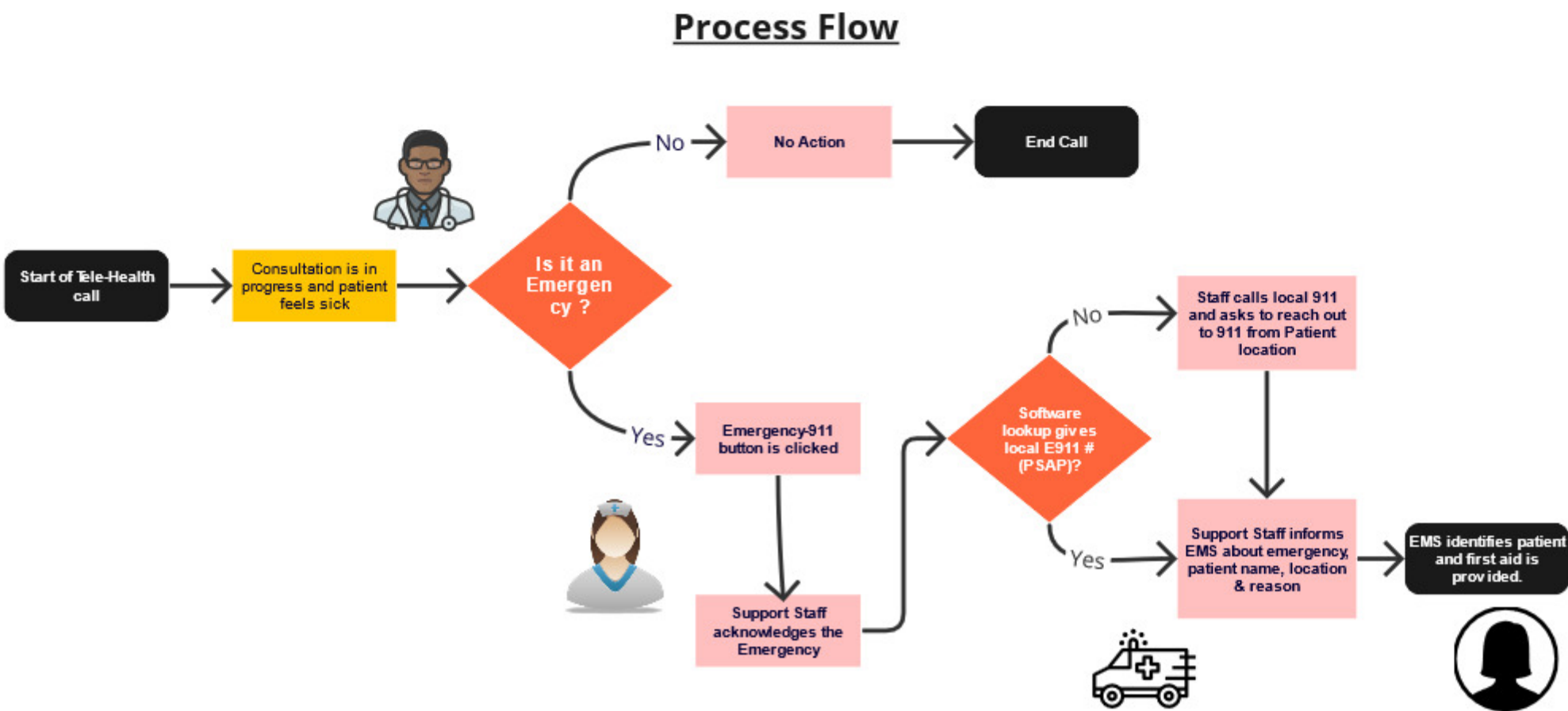# Use Case: Enhance Tele-Health for 911 emergencies

Potential Solution: Enhance current Provider and Tele-Health Support staff's dashboard to include Emergency 911 button

Persona's

Support Staff/Nurse

Responsibilities:
- Schedule call with Patients
- Conduct Patient check in and updates Patient Portal with information related to :
  - Demographics
  - Location
  - Medical history
  - Current medication
  - Allergy
- Conduct Patient check out after seeing provider, check-up summary and follow ups

Provider

Responsibilities:
- Reviews patients chart before a telehealth consultation
- Confirms with Patient on :
  - Current medication
  - New Symptoms (Leading to tele-health call)

Patient

Responsibilities:
- Shares accurate information like Demographic, Medical history, New Symptoms Current Medication and location for a telehealth consultation

EMS/911

Responsibilities:
- Responds to emergency
- Locates patient and administers first-aid.
- For any patient related question, checks with support staff.

Assumption:
- Tele-Health Patient has accepted sharing real time Location, Current Medicines, Medical history, Allergy information for emergencies.
- Provider and Support staff had been training on Emergency-911 usage and standard operating procedure (SOP).
- System has a stable internet connection.

Pre-condition:
- Support staff has scheduled Patient for a consultation call via Telephone.
- Provider has gone through the patient chart and has picked up a consulting call to the patient.

Process Flow

Reference: https://www.fcc.gov/general/9-1-1-master-psap-registry

Navigational Screen

1 — Scheduling Dashboard

Name	Age	Gender	Meeting Time	Phone #	Provider
Veena Desai	55	Female	09:00 am	595-101-100	Dr. M Shah
Jane Smith	68	Female	11:00 am	201-111-200	Dr. M Shumii
Jean Beau	72	Female	01:00 pm	404-810-450	Dr. Shah
Cash Jonny	42	Male	02:00 pm	EST	Dr. V Pal

logged in as S Francis

2 — Provider Portal

EMERGENCY 911

Name : Jane Smith   Meeting time: 11:00 am   Age: 68
Medical History: Hypertension, Diabetes mellitus,
Current Medicine: Humalog 8-8-8, Toporol 10 mg
Today's Visit: Breathlessness and Uneasy

logged in as Dr. Shumii

3 — Provider Portal

EMERGENCY

Emergency Jane Smith

Cancel   Confirm Emergency

logged in as Dr. Shumii

4 — Provider Portal

EMERGENCY

Emergency Jane Smith

Reason: Respiratory distress

Cancel   Confirm Emergency

logged in as Dr. Shumii

5 — Scheduling Dashboard

Emergency Jane Smith
Requested by: Dr.Shumii
Reason: Respiratory Distress
Patient Address: 3 Grandale. NJ 7401
PSAP # 511 Telephone 201-387-5000

Acknowledge Emergency

logged in as S Francis

6 — Scheduling Dashboard

Emergency Jane Smith
Requested by: Dr.Shumii
Reason: Respiratory Distress
Patient Address: 3 Grandale. NJ 7401
PSAP # 511 Telephone 201-387-5000

Cancel   911 - Connected

logged in as S Francis

8 — Scheduling Dashboard

Emergency Jane Smith
Requested by: Dr.Shumii
Reason: Respiratory Distress
Current Medication : Humalog 8-8-8, Toporol 10 mg
Allergy : None

Cancel   EMS REACHED

logged in as S Francis

Provider Portal

Emergency Jane Smith

EMS REACHED

Close

logged in as Dr. Shumii

Legend:

Nurse Screen   Provider Screen

miro