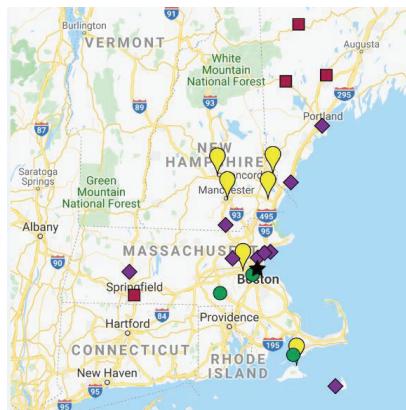




# TeleNeurology Consultations and Interpretations

## SERVICE OVERVIEW

Since 2012, the Mass General Hospital (MGH) TeleNeurology Program **has provided access to world class, neurology care to hospitals and clinics remotely**. Distinct from TeleStroke, these services provide non-emergency access to a wide variety of neurologic expertise in different care settings. The Program fosters a collaborative approach to patient care and continuous innovation leading to measurable improvements in efficiency and quality neurological care.



## WHY MGH TELENEUROLOGY?

- **Enables** access to premier neurology expertise through dedicated MGH neurologists
- **Reduces** average length of stay by an observed 28% (1-1.5days) without increasing transfers (maintained at ~3%) \*
- **Allows** for exclusive focus in the ambulatory setting for your local neurologists
- **Fills** gaps in coverage when local neurologists are not available
- **Provides** credit-worthy virtual and onsite medical and nursing education through the Harvard Medical School
- **Delivers** opportunities for outcomes research to understand the impact of innovative care delivery models
- **Ensures** detailed documentation for all consults that can be pushed directly to your hospital's EHR

\* Review of ~1,000 neurology cases at three Massachusetts hospitals of different sizes before and after TN implementation

## HOW CAN YOU ACCESS MGH TELENEUROLOGY?

MGH TeleNeurology is available 24/7/365 or the coverage can be tailored to a coverage plan based on your hospital's needs.



### Virtual Consults:

- Typically occur in hospital settings (ED, ICU, Inpatient Floors)
- Take place via phone or video



### eConsults:

- Ideal for ambulatory setting
- Submit patient's medical information electronically to receive specialty advice



### EEG Interpretations:

- Support care in all hospital settings
- Submit request electronically to receive neurophysiology interpretation



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## HOW QUICKLY DOES MGH TELENEUROLOGY RESPOND?

### Routine:

- Guaranteed same day consultation, typically completed within 3hrs

### Same Day Discharge:

- Same turnaround time as Routine consults but triaged at a higher priority

### Urgent:

- Guaranteed within 2hrs of request, ER request typically completed within 30min

## WHO PROVIDES MGH TELENEUROLOGY SERVICES?

MGH TeleNeurologists are all Massachusetts General Physician Organization and Harvard Medical School Faculty subspecialists that rotate in MGH's Inpatient Neurology Services. Subspecialties include but are not limited to:

- Stroke
- Headache and Migraine
- Epilepsy and Clinical Neurophysiology
- Neuromuscular Diseases
- Neuroimmune Diseases
- Neuroinfectious Diseases
- Movement Disorders
- Memory Disorders
- Behavioral Neurology

*\*A reasonably sized group of Neurologists that will develop collegial relationships with your physicians and staff to ensure the success of the program.*

## A TESTIMONIAL FROM NORTH SHORE MEDICAL CENTER



"I participated in a video TeleNeurology consult for a patient that included the patient's family and several medical services. It was amazing to see how the TeleNeurology service was able to bring all of these individuals together around the patient in a hospital bed. I felt that the consult was inclusive and thorough, and everyone left the experience feeling supported and cared for. I had a simple neurology question about seizures that the TeleNeurologist was able to answer in a timely and efficient fashion, and this supported our continued care for the patient."

*- These comments are echoed by Dr. Phillip Rice, Chair of Emergency Medicine and Dr. Mona Hinrichsen, Chief of Hospital Medicine.*