

Let's Talk About...

Telehealth Critical Care

Primary Children's Hospital's pediatric and cardiac intensive care units (ICUs) now use telehealth to provide your child extra care at all times.

What is tele-critical care?

The tele-critical care (TCC) team includes experienced critical care nurses. These nurses use cameras, microphones, and speakers to support bedside staff. They monitor data at all times and provide around-the-clock help.

How does telehealth technology work?

Critical care nurses use information about your child's condition to see potential problems. They use audio and video technology to help doctors and nurses assess your child. The TCC team provides an extra layer of support.

Is the camera always watching me?

No. The TCC team uses the camera when they can't find the answers they need in your child's medical record. The team uses the camera to make sure your child is getting the best care possible. The support team monitors other data at all times, such as cardiorespiratory monitors, trends in vital signs and lab values.

How will I know when the camera is on?

A small light attached to the system will flash blue when the camera is in use. When the remote caregiver enters the room through the camera, they will decide whether it is the right time to speak. Their image will then appear on your TV.

Just like bedside caregivers, the TCC team is very sensitive when entering your room via camera. They don't want to interrupt your child's rest or delay procedures. They also don't want to interrupt you when you're talking with your child's doctor.

Does the tele-critical care team take over my child's care?

No. The attending doctor in the ICU directs your child's care. The TCC team assists with bedside care by offering help with patient assessment. They also teach staff and family members about procedures, equipment, age appropriate normal vital signs, medications and who to call for help.

How does the team help patients without examining them in person?

The TCC team uses a high-quality video camera and real-time data about your child's condition. They work with your child's doctors and nurses to make decisions about their treatment.

What about patient privacy?

Patient information is secure and confidential. Intermountain Healthcare meets the federal government's highest levels of data security and privacy. While there is a camera, speaker, and microphone in each room, they are used only briefly to assess your child. The system can't record audio or video. Intermountain Healthcare always respects patient privacy.

How much does this cost?

There are no extra costs. This is a standard for care at Primary Children's Hospital.

Why is Primary Children's Hospital using this type of care?

The TCC team allows Primary Children's Hospital to improve patient safety. It gives bedside nurses more support and guidance. Hospitals that use TCC technology have seen ICU mortality rates decline. Patients are also more satisfied and do not stay in the ICU as long.

Often during the winter, the hospital does not have enough ICU nurses. Non-ICU-trained nurses must work in the ICUs to take care of extra patients. The TCC team improves patient safety by giving bedside staff more support, especially when the patient census is high.

Can I opt out of receiving this care?

This is the standard of care. With the TCC team's help, your child gets high-quality care and support. Your healthcare team has more time to give your child one-on-one care. It is also nice to know there is an extra nurse to answer questions and talk about your child's care.

How do I contact the tele-critical care nurse?

The TCC nurse will check on your child about every two hours and talk to any family members at the bedside, when appropriate. Your child's nurse can also contact them and ask for help any time.

.....
Intermountain Healthcare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Se proveen servicios de interpretación gratis. Hable con un empleado para solicitarlo. 我們將根據您的需求提供免費的口譯服務。請找尋工作人員協助