PLATFORM

NETCCN

National Emergency Tele-Critical Care Network

AVEL eCare | ViTelNet

Challenge

The COVID-19 pandemic left health systems paralyzed with staff shortages, bed shortages, and an overwhelmed clinical workforce that was often forced to practice above their licensure as a result of insufficient local critical care expertise. While larger organizations found relief in quickly launching virtual care programs, most community health systems and critical access hospitals struggled to access the resources needed to support patients.

As part of an effort to expand access to care for remote and hard hit communities, the U.S. Army's Telemedicine & Advanced Technology Research Center's launched the National Emergency Tele-Critical Care Network (NETCCN). As a strategic team selected by the government to support the program, Avel eCare and ViTel Net partnered to develop a comprehensive and mobile-ready solution for tele-critical care services that could be rapidly deployed to COVID hotspots into care environments ranging from patient homes to field hospitals and ICUs of acute care facilities. Subsidized by the federal government, the NETCCN platform was launched at no cost for eligible community health centers and providers who needed immediate relief.

> "NETCCN helped us provide a higher level of care and better care.
> We were outside of our realm and it allowed us to still give
> patients the quality of care that they would have received
> at a larger facility by us having this resource."

— **HEATHER RAMBEAU, CHIEF NURSING OFFICER, CORYELL MEMORIAL HEALTHCARE SYSTEM IN GATESVILLE, TX**

Solutions

ViTel Net's tele-critical care solution connected local health providers with Avel eCare's robust network of clinical providers to rapidly deliver access to specialty care, while optimizing resources, and improving patient outcomes.

Our web-based and mobile-ready solution helped local care teams:

+ Seamlessly collaborate with remote specialists

+ Increase clinical resources and reassurance with Avel's network of clinical experts

+ Provide relief to overwhelmed acute facilities with remote monitoring for non-critical patients at home

+ Automate routing and alerting processes to optimize patient prioritization for large patient cohorts

+ Expand access to care for underserved and remote patients

Results

+ Timely implementation to meet the needs of demand surges

+ Improved patient outcomes/ lives saved

+ Reduced unnecessary transports and admissions

+ Improved staff experience/ reduced burnout

"I did not realize how fragile our health system really is. It just shows you how anything could happen— Unfortunately you have to prepare for the worst and that's where telemedicine comes in to be very helpful."

— CHAD MOODY, MS, PHYSICIAN ASSISTANT, SABINE COUNTY HOSPITAL IN HEMPHILL, TX

"One of our goals is to always advance medicine for our small community so patients don't have to drive 45 minutes to an hour to get the healthcare they need."

— HEATHER RAMBEAU, CHIEF NURSING OFFICER, CORYELL MEMORIAL HEALTHCARE SYSTEM IN GATESVILLE, TX

Connect with our experts

vitelnet.com | 703-762-9992 | info@vitelnet.com