YOUR VIRTUAL HEALTH PARTNER

- Multiple health care service lines
- 24/7 staffing solutions
- Improved quality and patient outcomes
- Reduced service delivery costs
- Support for your local team
A Virtual Health Center

With more than 20 years experience in providing virtual care, we’ve developed world-class expertise in partnering with health centers and other community facilities to provide increased access to specialists.

Avera eCARE™ uses interactive video and technology to augment and support your local care team. This leads to:

- Consistent, high-quality care
- Reduced staffing costs
- Enhanced access to specialty expertise
- Faster care and better outcomes

We offer the most diversified telehealth service in the United States:

- ICU
- Emergency
- Specialty Clinic
- Pharmacy
- Senior Care
- Correctional Health
- Behavioral Health Services
- School Health
- AveraNow
- Hospitalist
- Transfer Center

The eCARE team includes a vast team of clinical experts that includes:

- Emergency Medicine Physicians
- Intensivists
- Pharmacists
- Advanced-Practice Providers
- Specialized Nurses
- Geriatric Clinicians
- Psychiatrists
- Hospitalists
THE LARGEST TELEHEALTH NETWORK
Avera’s commitment to providing health care in hard-to-reach areas dates back to the frontier days when our founders, the Benedictine and Presentation Sisters, answered a call to serve by opening some of the first frontier hospitals in Dakota Territory.

Decades later, Avera continues that mission by offering easy access to specialized care. Avera eCARE is proud of our successful partnerships with hospitals, health systems and other health care entities, including partnerships outside of the Avera Health system. We serve rural and urban areas and understand the complex challenges facing modern health care.
Our Commitment

Through our virtual hub, Avera eCARE partners with local facilities to provide 24-hour access to specialized services, whether it is pharmaceutical oversight, intensive care analysis, geriatric services, specialized emergency care or multiple services for the same patient.

Service Commitment

- Our services allow facilities to offer specialized care, no matter the size, location or situation.
- Our integrated team approach creates the best service experience possible for local clinicians.
- Streamlined processes increase efficiencies and reduce cost of care.

Provider Commitment

- 24/7 access ensures immediate availability to support on-site providers.
- Our clinicians integrate with your team, becoming true peers and colleagues.
- A team approach means better work-life balance for providers along with higher job satisfaction and retention.

Quality Commitment

- Around-the-clock, immediate access and ongoing monitoring means higher quality care and better outcomes.
- System integration creates shorter hospital stays and fewer complications.
- Hosted trainings provide ongoing opportunities for sharing the latest evidence-based practices.
eCARE Innovation Center

We’ve spent years developing a strong foundation for virtual care. The creation of our virtual hub, eHelm, allows us to pool expertise across all our service areas.

The Avera eCARE Innovation Center ensures we uncover the best ideas, evaluate them thoroughly, provide adequate resources and funding, establish working models, and test them in real-world pilot projects. This cycle helps speed the time from concept to pilot while ensuring the value of each successful program.

In working with our technology partners we have designed and developed solutions for effective collaboration across distances, while ongoing facilitation with researchers helps to evaluate our performance.
Virtual Health Center

The eHelm is the first telehealth center in the nation to provide 24-hour access to board-certified specialists across multiple disciplines. The center opened in 2012 thanks to funding from the Leona M. and Harry B. Helmsley Charitable Trust.

The creation of the eHelm has allowed us to leverage the resources from each of our service lines to better serve patients and providers. The state-of-the-art facility is a new frontier in e-health medicine and provides opportunity for:

- Cross-coverage of services
- Innovation
- Virtual staff efficiencies
- New service line development
- Existing service line enrichment

THE eHELM IS THE HOME BASE FOR OUR ENTIRE SUITE OF SERVICES.
“We know that we don't have a lot of physicians. We definitely don't have the specialists. Being able to access them through eCARE saves a trip to Sioux Falls. Specialists are right there if you need them. A lot of stuff we're able to do, we just need somebody to say, ‘Go ahead. This is what needs to happen.’”

– Jodi Jung, CNP
De Smet, S.D.
THE SLIGHTEST
DETECTS
CHANGE
eCARE ICU

Critically ill patients receive around-the-clock monitoring by intensivists and critical care nurses supported by sophisticated decision-support software that monitors patients and detects the slightest changes in condition. This close monitoring and coordination with local providers allows for earlier intervention before serious complications arise.

**BENEFITS INCLUDE**

- Support for local, on-site medical staff
- Continuous analysis of patients allowing for early interventions
- Overall decrease in length of hospital stay and decreased mortality
- Reduced transfers
eCARE Emergency

Two-way video technology provides hospitals with access to board-certified emergency physicians and nurses with just a touch of a button. The eCARE Emergency team can assist local providers in treating trauma, heart attack, stroke and other critical issues.

BENEFITS INCLUDE

- A streamlined transfer process
- Instant access to specialty support during difficult or multiple emergency cases
- Faster diagnostic testing
- Reduced patient transfers; eCARE Emergency supports local providers and can avoid transfer 20 to 25 percent of the time
IMMEDIATE ACCESS AND MORE TIMELY CARE
eCARE Pharmacy

Federal regulations mandate pharmacist oversight of any new medicine prior to patient administration. This program provides 24-hour access to clinically trained pharmacists to ensure all medication orders are reviewed and approved prior to administration.

BENEFITS INCLUDE

- Meet federal regulations
- Significantly reduce medication errors
- Improved patient safety
- Gain access to medication consults
- Provide comprehensive medication management
Two-way video equipment allows specialty providers the ability to see more patients and save time on travel to outreach clinics. Patients in rural settings benefit by visiting with specialists without having to travel, saving money and time. These visits are meant to mimic in-person clinic visits and are offered by approximately 100 providers in specialties that include infectious disease, oncology, dermatology, pediatrics, nephrology and pulmonology.

BENEFITS INCLUDE

- Provider practice growth
- Fewer expenses for outreach
- Local access to specialty-level care
- Less time away from work or school
When senior residents become ill, transfer to an emergency or critical care setting can be very costly, both physically and financially.

eCARE Senior Care uses innovative technology to provide senior living facilities convenient access and a low-cost solution to urgent care and specialty services. eCARE Senior Care consists of three programs — Long-Term Care, Medical Directorship and Geriatrics Services. The aim is to reduce medically unnecessary transfers while improving continuity of care for residents.

**BENEFITS INCLUDE**

- Access to a board-certified geriatrician and other geriatric specialists
- Improved coordination during transitions in care
- Reduced cost and increased efficiencies
- Helps ensure earlier treatment for acute conditions
- Fewer unnecessary emergency room visits and hospitalizations
This innovative approach to prison health care uses telehealth technology to provide physician-directed urgent care services to inmates, resulting in fewer unnecessary and costly transfers. eCARE Correctional Health launched in 2012 in four South Dakota correctional institutions.

**BENEFITS INCLUDE**

- Significantly reduce transfer costs
- Help managing urgent medical conditions
- Support for local, on-site medical staff
Hospitalist

Our Hospitalist program uses a mobile cart to provide specialized care to adults in the hospital for general medical and surgical care. Our trained hospitalists and nursing staff support the local care team and provide consistent, high-quality care and management of complex patients.

**BENEFITS INCLUDE**

- Fewer unnecessary transfers
- Improved efficiency/timeliness of care
- Follow-up of planned but pending labs/studies
- Evaluation of any change in status
The Transfer Center improves communication between hospital providers during necessary patient transfers. The Avera Health system utilizes this service to help local providers focus on patient care.

**BENEFITS INCLUDE**

- Single point of contact to refer patients to a higher level of care
- Assesses patient needs to refer them to the closest facility with appropriate resources
- Improved communication among referring and accepting care teams
AveraNow

Our virtual visit app connects patients to a provider 24/7 for treatment of simple illnesses for just $49*. This program is accredited by the American Telemedicine Association and available to patients age 2 and older.

*BENEFITS INCLUDE

- 24/7 patient access to providers
- Improved access to health care from a smartphone, tablet or laptop
- Affordable care with no health insurance necessary
- Consultation, diagnosis and prescriptions when appropriate

* Some restrictions may apply.
eCARE School Health

With the touch of a button, school staff is securely connected to an experienced school nurse. eCARE School Health staff assists with chronic issues such as diabetes, life threatening allergies and asthma; as well as unscheduled health needs such as first aid and injury.

BENEFITS INCLUDE

- Decreased absenteeism and improved student health
- Support and oversight for school staff
- Decreased liability for school staff
- Time saving for teachers and principals who can focus on teaching students

DECREASED ABSENTEEISM AND HEALTHIER STUDENTS
Behavioral Health Services

Our Behavioral Health Services program uses high-definition audio/video equipment to provide 24/7 support to hospital emergency rooms. We assist medical and front-line staff with appropriate documentation, screening and disposition with our team of psychiatric nurses.

Benefits Include

- Appropriate screening with evidence-based tools and documentation for optimal coding of the condition
- Workforce assistance and support to quickly identify the patient’s behavioral health status and options for bed placement if needed
- Decreased length of emergency department stays with 24/7 on-demand completion of patient assessments
A health ministry rooted in the Gospel, Avera is an integrated network of professionals that shares support services to maintain excellent care at more than 300 locations across South Dakota, Minnesota, Iowa, Nebraska and North Dakota. Avera’s mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.