



## Advisory 22-03: EMS Geriatric TeleConsult Algorithm

To: All EMS Providers  
From: Jeremy T. Cushman, MD, MS, EMT-P *JT Cushman*  
Regional Medical Director  
Date: February 9, 2022

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After review by the New York State Emergency Medical Advisory Committee at their January meeting, the EMS Geriatric TeleConsult algorithm previously released and subsequently rescinded was determined to be within the purview of the local REMAC. Thus, the attached and updated geriatric TeleConsult algorithm is reissued and may be used by ANY level EMS provider. This algorithm has been developed to aid in the evaluation of individuals at select congregate living locations, and to engage their care providers in subsequent transport decisions for those patients. The goal is to safely allow select patients to be treated in place with guidance from an experienced clinician. We believe that challenges in accessing the geriatrician have been addressed through new and updated call pathways for UR Medicine, and I hope to add Rochester Regional sites in the coming weeks once the logistics of an efficient call pathway can be finalized.

Critically important considerations for the use of this algorithm are as follows:

- **The algorithm may ONLY be used when responding to the facilities listed. If the facility is not listed, this algorithm may not be used. There are no exceptions.** If additional facilities/groups are identified it will be communicated in writing from this office.
- **The patient must receive a complete assessment PRIOR TO engaging a geriatrician to determine the patient's disposition.** If the patient has an emergent medical condition or traumatic injury which in the practitioner's judgement would normally require transport, they should transport the patient to the most appropriate ED. This algorithm is primarily targeted for the patient with minor or no complaints.
- **The guidance provided by the geriatrician is equivalent to that provided by direct, on-line Medical Control.** The geriatrician and the group they represent will use your information to determine the best course of action for the patient. In some cases, that may be transport to an area ED or engaging the patient's physician if not part of their group to determine a care plan. This algorithm does not empower the denial of transport: If the patient ultimately determines they wish to be transported, EMS will honor that request.
- The Agency is expected to track use of this algorithm and review all uses for compliance and disposition. This will be critical for future evaluation of this type of collaborative engagement. Guidance for emsCharts agencies is provided on the next page.

As we all know, staff in these facilities are under tremendous stress, just as we are. It is imperative that we maintain professionalism, communicate clearly and with empathy, and understand each other's mutual roles and responsibilities in order to provide the best possible care for our patients.

Do not hesitate to contact Dr. Cushman with any questions regarding this guidance.

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Rochester, NY 14642



For emsCharts Providers, the following has been created at the regional level to facilitate tracking of the use of this algorithm. This step should be completed when documenting the ePCR.

On Page 1, please select “Facility Algorithm for Geriatric TeleConsult” as the patient category. This will allow your agency to complete a prompt review of algorithm uses and for the region to monitor use of this protocol.

TEST Chart		
Patient Record ID: 66396677	Incident Number: <input type="text"/>	CAD: <input type="text"/>
General		
Base:	Main Station	
Unit:	BLS Unit 02	First Responder
Dispatch Priority:	Priority 4	
EMD:	Yes, Pre-Arrival Instr.	33A1
Type of Svc.:	Emergency Response (Primary Response Area)	Unsched.
Pt Category:	Facility Algorithm for Geriatric TeleConsult	
Dispatched As:	33 Interfacility/Palliative Care	
Disposition:	Patient Evaluated and Refused Transport BLS	
Amb. Transport Code:	Initial Trip	
Mass Casualty:	No	
Vehc. Grid:		
Crew Members		
D	Sensenbach, Benjamin	
P	Cushman, Jeremy	AEMT-P

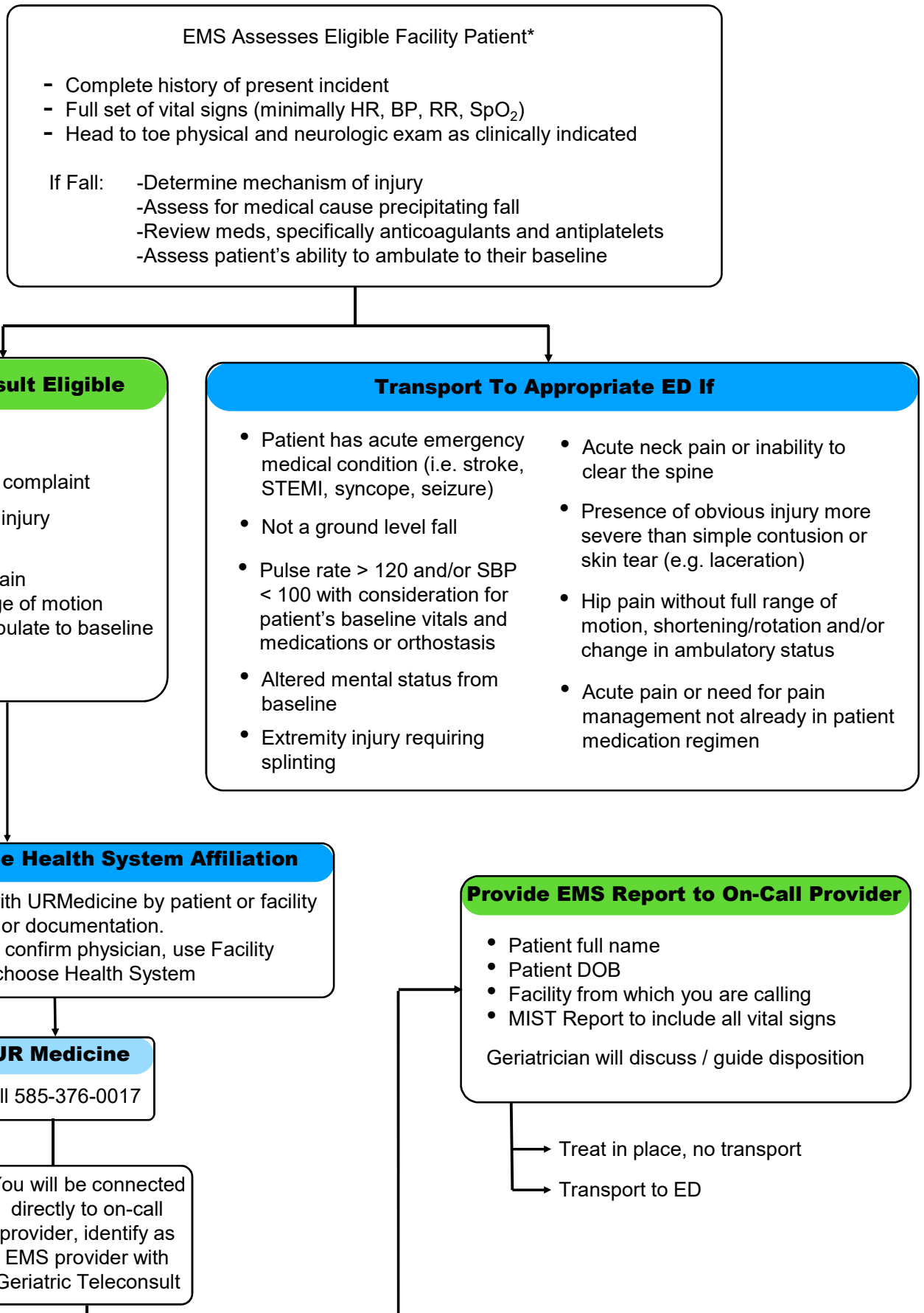
For emsCharts Agency Administrators, the Patient Category of “Facility Algorithm for Geriatric TeleConsult” gives you flexibility with incorporating ePCRs into your existing QA/QI work flow. EMS Agencies that require assistance with adjusting any QA/QI flows may contact [Benjamin\\_Sensenbach@URMC.Rochester.edu](mailto:Benjamin_Sensenbach@URMC.Rochester.edu).

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# EMS Geriatric TeleConsult Algorithm



UR Medicine Geriatrics Group	<b>Assisted Living Facility</b>	<b>Address</b>	<b>City</b>
	Brookdale Pittsford	159 Sully's Trail	Pittsford, NY 14534
	Cobb's Hill Manor	1175 Monroe Avenue	Rochester, NY 14620
	Creekstone	100 Ranney Drive	Fairport, NY 14450
	Elderwood Village at Fairport	7 Chardonnay Drive	Fairport, NY 14450
	Fairport Baptist Homes Adult Care Facility	4646 Nine Mile Point Road	Fairport, NY 14450
	Glenmere at Cloverwood	One Wheatley Terrace	Pittsford, NY 14534
	Grande'Vie Senior Living Community	2140 Five Mile Line Road	Penfield, NY 14526
	Hawthorne	100-119 and 200-219 Johnsarbor Drive	Rochester, NY 14620
	Heather Heights of Pittsford	160 West Jefferson Road	Pittsford, NY 14534
	Heathwood Assisted Living at Penfield	100 Elderwood Court	Penfield, NY 14526
	Landings at Brighton	1350 Westfall Road	Rochester, NY 14618
	Laurelwood Assisted Living at the Highlands	300 Hahnemann Trail	Pittsford, NY 14534
	Maiden Park	749 Maiden Lane	Rochester, NY 14615
	Memory Care Residences at Creekstone	30 Crossing Creek Drive	Fairport, NY 14450
	Morgan Estates	4588 Morgan View Road	Geneseo, NY 14454
	Northfield	4650 Nine Mile Point Road	Fairport, NY 14450
	Parkside Adult Home	420 Main Street	East Rochester, NY 14445
	Rochester Presbyterian Home	256 Thurston Road	Rochester, NY 14619
	Sage Harbor at Baywinde	100 Kidd Castle Way	Webster, NY 14580
	Woodcrest Commons	4455 W. Henrietta Road	Henrietta, NY 14467
<b>Skilled Nursing Facility</b>	<b>Address</b>	<b>City</b>	
Aaron Manor	100 St Camillus Way	Fairport, NY 14450	
Brook Nursing Home	2150 St Paul St	Rochester, NY 14621	
Brightonian NH	1919 Elmwood Ave	Rochester, NY 14620	
Crest Manor NH	6745 Pittsford Palmyra Rd	Fairport, NY 14450	
Fairport Baptist	4646 Nine Mile Point Rd	Fairport, NY 14450	
Highland Living Center	500 Hahnemann Trail	Pittsford, NY 14534	
Hurlbut	1177 E. Henrietta Rd	Rochester, NY 14623	
Monroe Community Hospital	435 East Henrietta Road	Rochester, NY 14618	
Penfield Place	1700 Penfield Rd	Penfield, NY 14526	
Shorewinds	425 Beach Ave	Rochester, NY 14612	
Wedgewood NH	5 Church St	Spencerport, NY 14559	
Woodside Manor	2425 S Clinton Ave	Rochester, NY 14618	