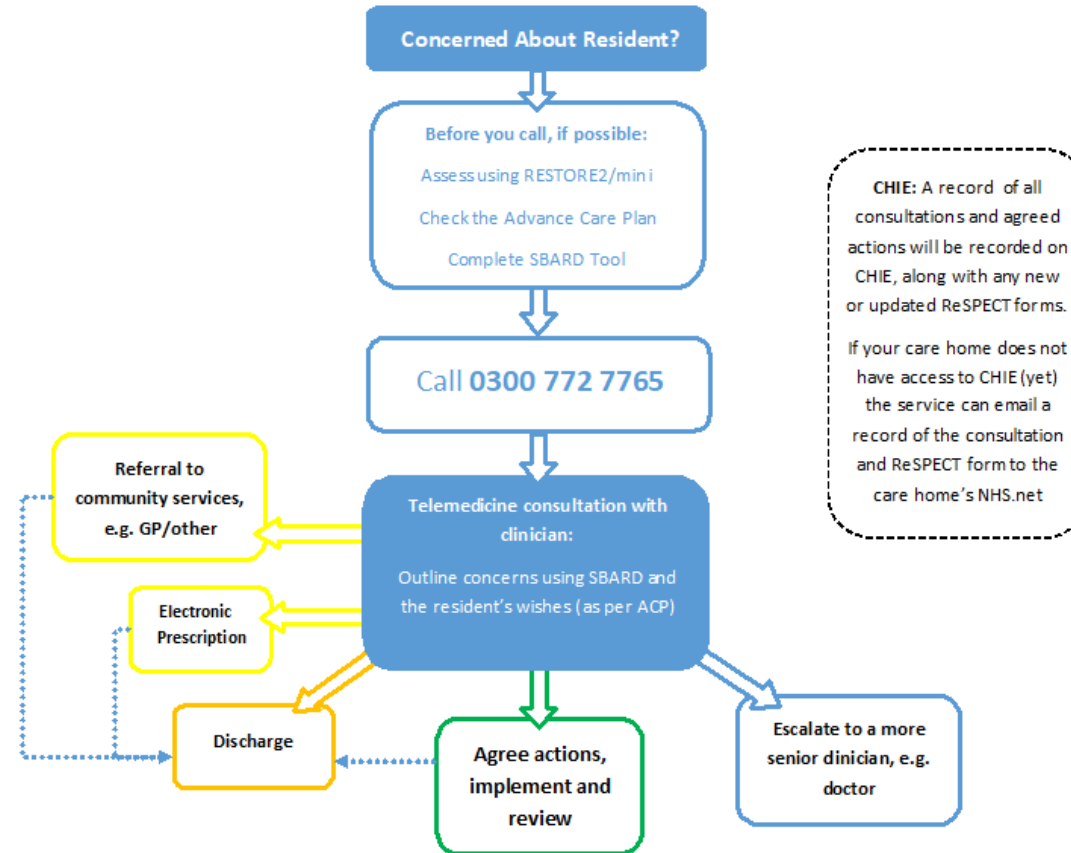


An Urgent and Emergency Telemedicine Service Pathway  
(from Hampshire Hospitals NHS FT)

## The Telemedicine Service Pathway



## Acute Telemedicine Service – In Place of 111/999

### Care Home

Suitably trained staff member  
Assess using NEWS 2  
Collate information using  
SBARD

Staff concerned about a  
residents health status  
Assess using  
RESTORE2™

### Hospital

Have info about residents  
ACP, POA, and TEP ready to  
inform discussion

Staff member calls  
the Telemedicine  
Service

SBARD enables concerns to be  
clearly articulated and  
recorded

Uses SBARD to report  
concerns

Telemedicine staff  
manage according to  
Protocol

Escalate to more senior  
clinician  
Refer to GP or 999  
Arrange Prescription etc.

Next steps agreed

Monitor in Care home  
with agreed call back  
times  
Discharge