



Presentation Medical Center

Implements *e*Emergency Technology



Photo at left: Emergency room Nurses Bonnie McDougall and Vicki Lindseth consult with an eEmergency Provider from Avera thanks to new technology at PMC.

*e*Emergency is part of Avera *e*CARE™, a suite of innovative technology applications developed to improve patient safety and support the rural health care workforce. This innovative service, now available at Presentation Medical Center in Rolla, links two-way video equipment in local emergency rooms to emergency-trained physicians at a central hub in Sioux Falls, 24 hours a day, seven days a week. This provides patients immediate access to physician-rendered emergency care in their local community.

“Board-certified emergency medicine physicians take a team approach,” says Dr. Don Kosiak, Avera *e*CARE Services medical director. “It can be beneficial when one of us does the critical thinking and another one of us is doing the physical care, so *e*Emergency is a play out of this team approach in the rural setting,” Dr. Kosiak explains, noting the access it gives rural providers, who often practice alone, to a consult on request.

Helping Patients and Families

Some of the ways *e*Emergency supports patient care in the local community include:

- Providing the availability of physician-rendered emergency care 24 hours a day, regardless of location
- Streamlining access to specialists for better outcomes for patients with trauma, heart attacks and other emergency care issues
- Supporting activation of emergency transport teams as early as possible, saving seconds
- Providing support when the local facility experiences multiple emergency cases at once
- Reducing unnecessary transfers
- Assuring patients’ families access to a specialty consultation at home

“*e*Emergency gives us the ability to extend and enhance the level of health care in our community,” says ER Co-Head Nurse Bonnie McDougall, RN. “It elevates the level of care that we can support in our Emergency Department to where we are able to give better care in our community and keep patients here because we have a great team standing right beside us at all times – at our fingertips when we need them.”

About Avera

Avera Health is the leading health system in the region providing high-quality care close to home at 297 locations in 95 communities. Avera’s unique partnership model makes possible a wide range of medical services through the expertise of specialists, sophisticated technology and cutting-edge research to meet the health care needs of local communities and providers.

To see the Providers from Avera check the Physician directory on the menu tool bar of our website.