

# WAKE FOREST BAPTIST TELESTROKE NETWORK

COMING TOGETHER TO SUPPORT  
STROKE CARE IN YOUR COMMUNITY



Wake Forest University Baptist  
**MEDICAL CENTER**<sup>®</sup>  
*Comprehensive Stroke Center*

## Introducing Wake Forest Baptist's Telestroke Network — the first of its kind in North Carolina

The Wake Forest Baptist Telestroke Network, part of our Comprehensive Stroke Center, is focused on reducing death and disability caused by strokes. The Network accomplishes this by partnering with your community hospital to ensure 24-hour access to our acute stroke experts via two-way live video and audio consultation and image sharing technology. Your team will have immediate access to the latest advancements in stroke care. Our stroke specialists, each of whom has completed an additional year of fellowship training in the care of stroke patients or is board certified in vascular neurology, make up the largest stroke team in the region.

## Partnering with InTouch Health®'s state-of-the-art technology provided by the RP-7® Robot, RP-Lite™ and Wake Forest Baptist stroke experts

Through the Internet, a physician seated at the InTouch Health TotalView ControlStation can simultaneously view electronic patient records and scans and connect to an RP-7 Robot or RP-Lite system located at your hospital. Under direct control of a Wake Forest Baptist stroke expert, the system can move untethered, allowing the doctor to freely interact with patients, family members and hospital staff from anywhere.





## Comprehensive Stroke Center Internationally Known for Stroke Care

Wake Forest University Baptist Medical Center is internationally known for pioneering work in stroke treatment, diagnostic technologies and improved outcomes in stroke care.

As a Comprehensive Stroke Center, Wake Forest Baptist uses a multidisciplinary approach that combines the expertise of specialists in neurosurgery, interventional radiology, emergency medicine, neuro-intensive care and neurology.

Interventional radiology offers a state-of-the-art neuro-radiology suite dedicated to neurointerventional procedures. Special equipment is used to guide advanced therapeutic procedures such as:

- Revascularization of acute arterial occlusions
- Stenting of occlusive vascular lesions in the carotid arteries
- Intracranial blood vessels coiling of aneurysms and angioplasty

Neurosurgical procedures are often performed to help stroke patients, including:

- Simple and complex intracranial procedures
- Craniectomy and hemispheric decompression in patients with a large area of affected brain
- Carotid endarterectomy
- Skull-based approaches to aneurysm clipping
- Arteriovenous malformation resection to prevent stroke or stroke recurrence while minimizing disturbances of normal brain tissue
- Stereotactic radiosurgery to treat AVMs

Our facility includes a designated stroke unit, neuro-critical care unit, and neurosurgical unit designed to meet the needs of patients with ischemic stroke, transient ischemic attack (TIAs), and hemorrhagic stroke.



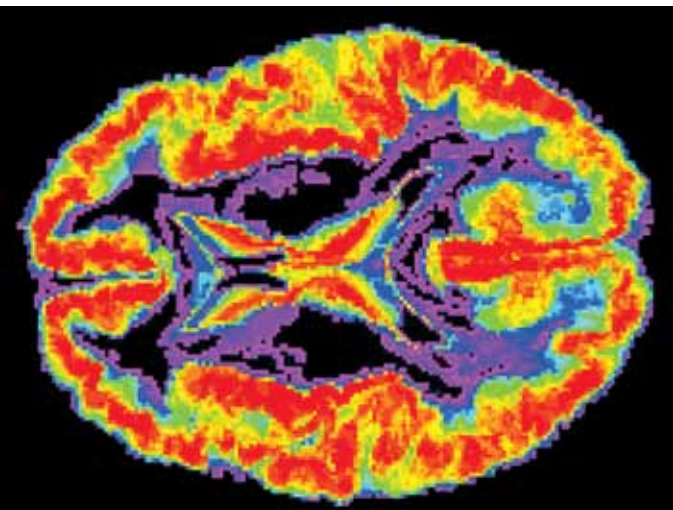
We provide training to organize services for your hospital, including helping your hospital achieve designation as a Primary Stroke Center.

## The Wake Forest Baptist Telestroke Network

The Wake Forest Baptist Telestroke Network serves approximately 24 counties in western North Carolina and southern Virginia. More than one million adults over the age of 45 live in the area, and the projected growth rate for adults 45+ is nearly 11 percent.

The goal of the network is to bring 24/7 access of expert stroke care to patients in hospitals in smaller communities of the region. Wake Forest Baptist is the base of the network. Community hospitals are a critical component and are considered a network hospital.

Through this network, physicians are able to receive on demand consultation to help diagnose strokes and develop care plans quicker and take action if necessary. We provide training to organize services for your hospital, including helping your hospital achieve designation as a Primary Stroke Center. Our interventional neuro-radiology specialists and neurosurgeons will be rapidly available to care for your patients if necessary.



*Our goal is to support you in creating a healthier community and stronger financial performance for your hospital.*

## Benefits to Network Hospitals

Improving the availability of stroke expertise will help ensure the best possible outcomes for your patients. Through this network, our goal is to support you in creating a healthier community and stronger financial performance for your hospital.

- 24/7 bedside access to stroke experts
- Enhancing your hospital's reputation and building good will in your community
- Joint Commission Primary Stroke Center Certification assistance.
- Decreasing length of stay in your ED
- Potentially reducing physician recruitment and call pay expenses
- Increasing satisfaction among your emergency physicians, who may not be comfortable administering tPA

Our goal is to partner with you to provide care that is in the best interest of patients and their families. We will work together to determine the best routes of care and strive to keep the care local, including rehabilitation services when possible.

## Treating Strokes

As you know, a stroke is a medical emergency. The faster a patient receives proper treatment, the better the chances for recovery. With increased awareness of symptoms, stroke patients are getting to hospitals quicker, and emergency physicians have more treatment options. For example, in patients with ischemic stroke, the clot-busting drug tPA should be administered intravenously within three hours. Intra-arterial and interventional neuro-radiology therapies must be administered within six hours.

After initial treatment, if your patient needs to be transferred, transportation by helicopter is available, as well as preferential bed placement at our nationally-ranked academic medical center.

We are proud that the North Carolina Stroke Association has joined the Wake Forest Baptist Telestroke Network, a unique and valuable partnership unlike any other stroke network in North Carolina.

## How Telestroke Works

### Network Hospital

- Doctor reviews patient's status, determining need for stroke evaluation
- Telestroke mobile robot unit is moved to patient's bedside
- Patient and doctor speak directly to the Telestroke doctor
- Telestroke doctor conducts consult examination and evaluation for tPA administration
- If necessary, hospital staff prepares patient for air or ground transport

### Wake Forest Baptist

- Provides 24/7 on-call stroke experts with additional training in vascular neurology
- Stroke doctor begins video conferencing and evaluates patient data and CT scan
- Consult exam given via Telestroke system to evaluate presence or severity of stroke
- Consultation with network hospital to determine best treatment plan for patient



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## Technical Requirements

The Wake Forest Baptist Telestroke Network employs state-of-the-art technologies that are user friendly, readily available, reliable and secure, resulting in a network that is easy to deploy, operate and maintain.

### Network Hospital Requirements

- Emergency room with an 802.11 wireless Internet access with 600 kbps, lower broadband can be configured with good performance.
- 24 hour laboratory testing capabilities
- Pharmacy that stocks tissue plasminogen activase

### Equipment and Technology

- InTouch Health RP-7 or RP-Lite robotic video conferencing system
- 24-hour CT scanner
- Teleradiology connection, can be provided if not currently available

### Program Management

- The Wake Forest Baptist Telestroke Network provides comprehensive education and training to network hospital personnel regarding the specific requirements and needs for a Telestroke patient examination.

### Prior to Telestroke Deployment

- Our team and InTouch Health will conduct a technical assessment and, if necessary, make recommendations to ensure that the network hospital will support Telestroke.
- Our team will spend one half to one full day with practicing physicians, nurses and hospital staff to review and practice the acute stroke management protocol.
- Several mock patient consultations via the Telestroke system will be planned to practice quick and accurate activation of the Telestroke system.
- Our team will assist with any additional education and training of network hospital staff.

### After Telestroke Deployment

- The Wake Forest Baptist Telestroke team will assist with ongoing education and training of network hospital staff.
- Our team will provide quarterly quality reports and key statistics to the network hospital to continually identify opportunities to improve the care of stroke patients, as well as improve the functionality of the Telestroke system.

## Frequently Asked Questions

### **How much does the Telestroke Program cost?**

Nothing. There is absolutely no cost for a hospital to join the Wake Forest Baptist Telestroke Network. Program, support and maintenance costs are taken care of by the Wake Forest Baptist Telestroke Network. We only ask for identified key contacts and minimal time from staff to assist with implementation of Telestroke system.

### **How much does the consultation cost the network hospital?**

Nothing. There is no cost to the hospital for having the stroke experts available 24/7 or for the consultation services. The consulting stroke physician is responsible for billing the patient's insurance for the consult visit.

### **How quickly can I get a consult, and what is the process to request a consult?**

Our stroke experts are available 24/7 and our response times are less than five minutes. To request a consult, call 1-877-WF4-Stroke.

### **What happens if the Telestroke equipment fails?**

We have selected this vendor because of the reliability and full service support offered by InTouch Health. In the event that technical issues cannot be immediately resolved, the consulting physician will complete the consult via telephone.

### **Am I obligated to send my patient to Wake Forest Baptist?**

No. Using the Telestroke system does not obligate the network hospital to send patients to Wake Forest Baptist. If a network hospital wishes to transfer a patient to Wake Forest Baptist, transportation and bed placement will be facilitated through the program.

### **Once the Telestroke system is up and running, are we obligated to use it?**

No. The network hospital physicians and staff may choose to use the Telestroke system whenever they feel it necessary.

### **Are their liabilities associated with Telestroke?**

The liabilities are the same as if the consult was performed in person.

### **Is using Telestroke an attempt to "steal" my patients?**

No. Actually to the contrary. Our goal is to partner with network hospital physicians and staff to keep patients local whenever possible. Telestroke is a method for rapidly triaging your stroke patients.

### **What if the ED physician does not agree with the Telestroke consultant?**

The final decision for the patient's care will always be that of the bedside physician. There is no obligation for the network hospital to follow the recommendations of the consulting physician.

### **How does the Telestroke system protect patient confidentiality?**

Telestroke is HIPAA-compliant, and site personnel are responsible for obtaining normal patient care consent and HIPAA documentation. Wake Forest Baptist uses a HIPAA-secure virtual private network to ensure secure transmission of any patient health information.

### **How does billing for Telestroke work?**

The Wake Forest Baptist stroke physician will bill the patient, or the patient's insurance, for the fee of the appropriate consult level only. The network hospital will bill for emergency department care in their usual fashion.

### **How do I know the consulting physicians on the other end of the camera are qualified?**

Wake Forest Baptist Telestroke Network utilizes the Wake Forest Baptist neurology stroke faculty, who are board certified in vascular neurology or have completed an additional fellowship in vascular neurology.

### **How do I handle credentialing requirements?**

Joint Commission has established a facilitated credentialing process for telemedicine services, using a reciprocity process. All Wake Forest Baptist stroke physicians are credentialed to provide telemedicine services.

### **What are the Medicare and Medicaid reimbursement policies for Telestroke?**

Clinical services provided over telehealth are reimbursable by Medicare and most third-party payors.

### **FOR MORE INFORMATION, CONTACT:**

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