



What is UPMC Telemedicine?

Telemedicine is a way to connect with geriatric specialists who are not typically on-site evenings and weekends. Should your loved one experience a significant change in condition after hours, such as new or worsening pain, change in skin color or agitation, UPMC Telemedicine allows you to see, hear and speak with a trained geriatric physician via a secure video conference in a timely manner.

The Benefits of Telemedicine

The program has a number of benefits:

- Improving health outcomes for your loved one
- Avoiding the concern of an ambulance trip and hospitalization
- Examination by a remote geriatric physician from the comfort of your loved one's own bed
- Ability to stay in a familiar environment when your loved one is not feeling well
- Engaging caregivers who know your loved one and his or her needs

To make use of UPMC Telemedicine:

Notify the unit manager or the charge nurse to request and/or participate in an urgent consult with the Telemedicine geriatrician. Telemedicine is available:

- Monday through Friday from 6 p.m. to 12 a.m.
- Saturday and Sunday from 8 a.m. to 2 p.m.

“Telly” Cart

The “Telly” cart is a movable cart that can be rolled right up to your loved one’s bedside. With the help of the bedside nurse, the geriatric physician examines the resident using the audio and video devices on the cart.

“Telly” allows the geriatric physician to perform a history and physical examination. Telly can also allow family members with a telephone or a computer to be involved in making better informed decisions about treatment options.

The “Telly” Cart contains:

- Cameras - a stationary camera and a portable camera that allow the geriatric physician to see you and your loved one in “real time”
- Speaker/microphone - allows you to speak to and hear the geriatric physician
- Stethoscope - an instrument used to check heart, lung and abdominal sounds by transmitting sounds that both the bedside nurse and the remote geriatric physician hear
- Oscope - a type of camera that allows the geriatric physician to see into ears, nose or mouth



Frequently asked questions (FAQs):

Q: Will “Telly” be used for routine medical examinations?

A: No, “Telly” will be used to help the geriatric physician assess a change in your loved one’s usual state of health. Examples include a change in breathing, heart rate, urination, pain, skin, or level of confusion.

Q: Will “Telly” be used in place of sending a resident to the hospital?

A: No, all residents that require hospital care either before or after a Telemedicine session will be sent if necessary and consistent with the resident’s/family’s wishes.

Q: Who are “Telly” physicians and how are they part of the care team?

A: “Telly” physicians are from the UPMC Division of Geriatric Medicine. They have access to your loved one’s health care record and communicate directly to you and the primary care provider and nurse.