



# Nurse Health Line

Your Healthcare Starts with a Call

REMSA's Nurse Health Line is an Accredited Center of Excellence staffed with specially-trained registered nurses (called nurse navigators) available 24 hours-per-day, 7 days-per-week to provide assessment, care recommendations, and/or referral to the appropriate health care or community service.

REMSA's registered nurses provide care using the Emergency Communications Nurse System (ECNS), which is comprised of more than 200 protocol-based algorithms:

- 1** The ECNS **symptom-based protocols** guide the nurse through a series of medical questions. After confirming there are no priority symptoms requiring emergent care and additional information about the caller is gathered, the appropriate ECNS protocol is selected and the nurse then conducts additional clinical assessments.
- 2** Based upon the caller's answers, **a recommended level of care** is selected, including options such as: send ambulance now, seek immediate care at emergency department, seek care at urgent care center/clinic, schedule appointment with primary care doctor or stay home with self-care instructions provided.
- 3** Our unique integrated locally-developed directory of community services allows the nurse to identify a **recommended location of care** to assist the patient in gaining access to an array of available medical and community services closest to their home. These include: urgent care centers, primary care doctors, medical clinics, mental health services, community service agencies, public assistance programs, and alternative means of transportation.

## Benefits

In cooperation with the community's health care partners, this program will safely:

- Improve each patient's satisfaction with their overall health care experience
- Reduce patient wait-times for non-emergency care and reduce patient out-of-pocket costs
- Referral to in-network care locations where patient's insurance is accepted
- Avoid an unnecessary emergency department visit or emergency ambulance transport when another location of care may be more appropriate for the patient's needs










 24 hours a day

 Registered Nurses

# Features

The **Nurse Health Line's** evidence-based system is certified by the International Academy of Emergency Dispatch. REMSA's program is unique in the following ways:

-  Protocol-driven algorithms decrease liability compared to guideline-based systems.
-  Registered nurses (licensed in Nevada and California) with additional certifications in Emergency Medical Dispatch (EMD) and ECNS provide assessment and triage.
-  More than 2,000 medical, mental health and community resources in Northern Nevada are included in the locally-developed directory of services used by the nurses.
-  Geo-mapping identifies open locations of care that are close to caller's home and accept caller's insurance.
-  Nurses are co-located and fully integrated with the 9-1-1 emergency medical dispatch system, which assures direct hand-off of callers transferred to 9-1-1 in Washoe County.
-  The Nurse Health Line has achieved Accredited Center of Excellence designation from the International Academy of Emergency Dispatch. REMSA is honored to be the first ECNS nurse triage center in the world to achieve this accreditation.
-  ECNS provides an effective and standardized clinical assessment and assignment of recommended level of care.



## About REMSA's Community Health Programs

REMSA's Community Health Programs create new care and referral pathways to assure patients receive the safest, and most appropriate, levels of quality care. In addition, post-discharge patients with conditions such as congestive heart failure receive in-home follow-up care. Our programs include three components: the Nurse Health Line, Community Paramedicine, and Alternative Destination Transport.

In cooperation with the community's health care partners, these programs safely improve patient-centered care, improve patient satisfaction and reduce ambulance transports, emergency department visits, hospital readmissions, and overall health care costs.

**Nurse Health Line** provides 24/7 assessment, care guidance and referral to health care, and community services via a non-emergency nurse health line.

Community paramedics are the cornerstone of REMSA's **Community Paramedicine** program. Community paramedics are specially trained to perform in-home delegated tasks to improve the transition of care from hospital to home, perform point of care lab tests and improve care plan adherence.

The **Alternative Destination Transport** program provides alternative pathways of care for 9-1-1 patients, including transport of patients with low acuity medical conditions directly to urgent care centers, transport of inebriated patients directly to the detoxification center, and transport of psychiatric patients directly to a mental health hospital.

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For more information, call REMSA's Community Health Programs at 775-858-1000 or visit [www.remsacommunityhealthprograms.com](http://www.remsacommunityhealthprograms.com)