

Although new technology is used to assist medical care, it will never replace human interaction—such as a warm touch, a sense of caring, and face-to-face communication with doctors and nurses. While always important, human interaction is essential during a time of critical illness.

Rest assured nurses will always be present in the ICU and available to provide immediate care for your loved one and you.

If you have questions about Saint Luke's eICU system, please ask your nurse or physician.

For further information regarding remote critical care services, please visit the VISICU Web site (www.visicu.com).

eICU® is a registered trademark of VISICU, Inc.



Saint Luke's
eICU[®]
system



A Critical Time

Your loved one is in the intensive care unit (ICU), and this can be a stressful time. You want to know that he or she will receive the best medical care and closest observation. Routine intensive care is provided by nurses, doctors, and sometimes specialists in the hospital. In addition to this care, Saint Luke's Health System now offers monitoring and care by experienced critical care staff through our eICU® system.

How does Saint Luke's eICU system work?

Saint Luke's eICU system is an advanced telemedicine solution from VISICU, a leading provider of remote care to patients in ICUs. Using computers and sophisticated technology, a trained physician, along with a critical care nurse and technician, can accurately monitor ICU patients from an off-site location. The Saint Luke's eICU system is located at the Summit Technology Center in Lee's Summit, Mo. The COR (Clinical Operations Room) is staffed 24 hours a day by a multidisciplinary critical care team.

How does my doctor work with the Saint Luke's eICU team?

Your physician designates the level of care he or she wishes to delegate to the eICU care team. This may range from monitoring to fully implementing the care plan as ordered by your physician. The Saint Luke's eICU physicians as indicated can make decisions about treatment when your doctor is not present in the ICU. In all instances, the care team is available to respond to emergent issues as they arise.

Regardless of the circumstances, the Saint Luke's eICU care team communicates frequently with your physician about his/her plan of medical care.

Your doctor makes the decisions

Your doctor makes all final decisions regarding your loved one's care. Because your physician and the Saint Luke's eICU physician discuss medical status and treatment plans daily, the eICU physician may modify treatment according to your physician's plan when he or she is not present in the hospital.

How does the Saint Luke's eICU team deliver medical care?

Vital signs, medications, blood test results, X-rays, and other information from bedside monitors are sent to Saint Luke's eICU facility by private, high-speed data lines. This information is displayed on computers exactly as you see it in the hospital room for the doctors and nurses to view. Patients can be examined through the use of special cameras, and the eICU team can talk directly with hospital doctors and nurses.

The team also has powerful computer systems that continuously analyze the information and alerts them to possible problems. Other systems contain the latest medical information for diagnosing and treating many ICU conditions.

The combination of the nurses and doctors in the hospital ICU and the Saint Luke's eICU team provides the very best possible care.

Why are cameras necessary to watch my loved one?

Doctors and nurses only view patients when necessary to see how they are doing. Just as your doctor needs to see patients in person, Saint Luke's eICU physicians and nurses also need to "make rounds" to check on patients. Cameras are located in each ICU room. When the camera is turned off, it faces away from the patient toward the wall. When turned on, a bell rings and the camera turns to face the patient.

How can I be sure that my loved one's private health information is protected?

Several measures have been taken:

- Access to information is limited to those with hospital authorization
- Information is not released to anyone other than those providing medical care
- No recording is ever made from either the camera or microphone
- Sending patient information to/from Saint Luke's eICU system occurs only over private connections
- All personnel gain entry to Saint Luke's eICU facility through secured access

