



Telehealth in Practice

ALEX CULLEN, BA, NRP, FP-C, CCP-C

DIRECTOR OF INNOVATIVE PRACTICE

DEPARTMENT OF EMERGENCY MEDICINE

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Who we are



- Established in 1989 and continuously running 24/7/365
- Call Center is Located in Washington, DC near Washington Circle
- Technology Agnostic Medical care and advice
- All Physicians are Emergency Medicine Board Certified
- All operators are EMTs at a minimum
- All Maritime Staff have a clinical background, even the accountant
- Servicing Maritime and Austere Environment
 - UNOLS, Global Shipping, Commercial Fishing, Oil/Gas, Wind, and Private Yachts
 - Dept of State, Peace Corps, Dept of Defense,

Tele-presentation Tips



Collect

Collect basic information and SAMPLE History prior to call

Consider

Consider collection of medical history prior to voyage

Attempt

Attempt to make call and patient evaluation in the same space

Adapt

Adapt process for allowing the patient to speak with MMA directly

A close-up, artistic photograph of a camera lens. The lens is dark, with several glass elements visible, creating a series of concentric circles. A bright, out-of-focus light source is positioned in the center, creating a large, glowing flare that transitions from yellow to white and then to a deep blue. The background is dark and blurred, emphasizing the lens and the light.

Taking Better Medical Photos

- Take at least 4 photos
- Consider augmenting the light source (up or down)
- 1st at focal length of camera (close)
- 2nd for scale and location
- 3rd & 4th from opposing perspectives
- Bandwidth for a quick video transmission

UNOLS Cases



- 137 Cases in 2022
- About 50% Science versus Ship's crew
- Eye injuries & Tooth complaints
- August, March, & November increases noted
- Average Case 7 contacts
 - Maximum in period 33
 - Minimum in period 1

gwmma@gwmaritime.com

acullen@mfa.gwu.edu

