

# Tele-Ambulance ET3

Gundersen Health System, La Crosse, Wisconsin  
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## ORGANIZATIONAL OVERVIEW

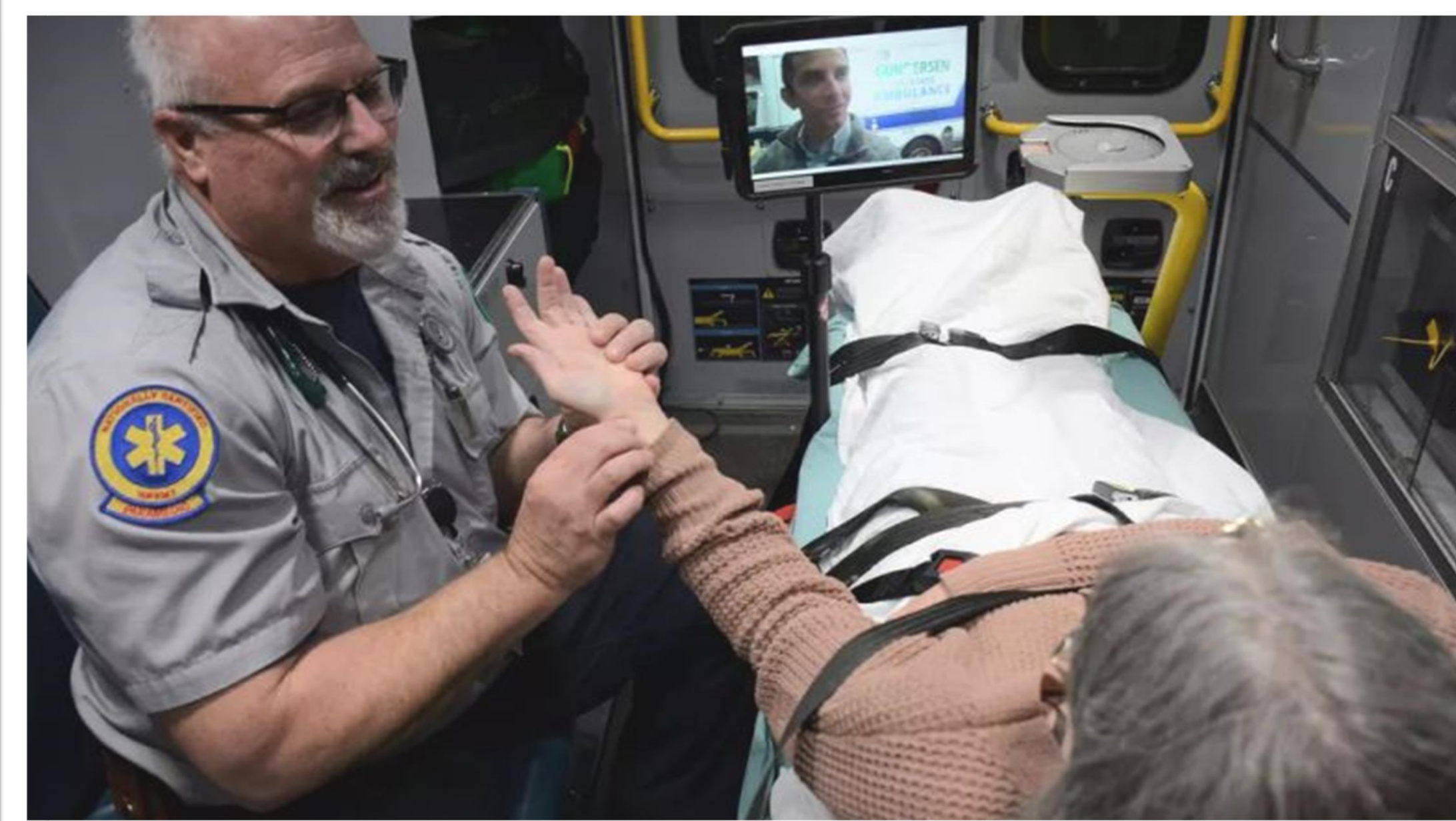
Gundersen Health System has many clinics, Critical Access Hospitals, and affiliates throughout the Tri-State region (IA, MN, WI). Our Virtual Care Team supports all Gundersen locations and rapidly grew during the COVID-19 PHE when all visits were conducted virtually. The Virtual Care department is responsible for educating and training our providers as well as maintaining all virtual platforms.

## The History of Telehealth at Gundersen

1995 – Telemedicine used for burn patients requiring long-term care management in the hospital.  
2005 – Telemedicine expands to include additional service areas within the Ambulatory setting.  
2015 – MyCare e-visits allows patients to receive asynchronous care without needing appointment.  
2019 – GHS offers patients a 24/7 on-demand, synchronous virtual care option.  
2020 – COVID-19 prompts video visits in the clinics.  
2021 – Video and on-demand w/Epic & VCCST.  
2022 – E-Consults added to offer a direct documented communication pathway with QHC professionals and specialty consultants.

## Love + Medicine on Wheels

We're proud to celebrate Gundersen Tri-State Ambulance Program for being the first ambulance service in western Wisconsin to sign up for the groundbreaking ET3 Model. This innovative program delivers more options for patients and changes how paramedics do their work, especially with the telehealth component.



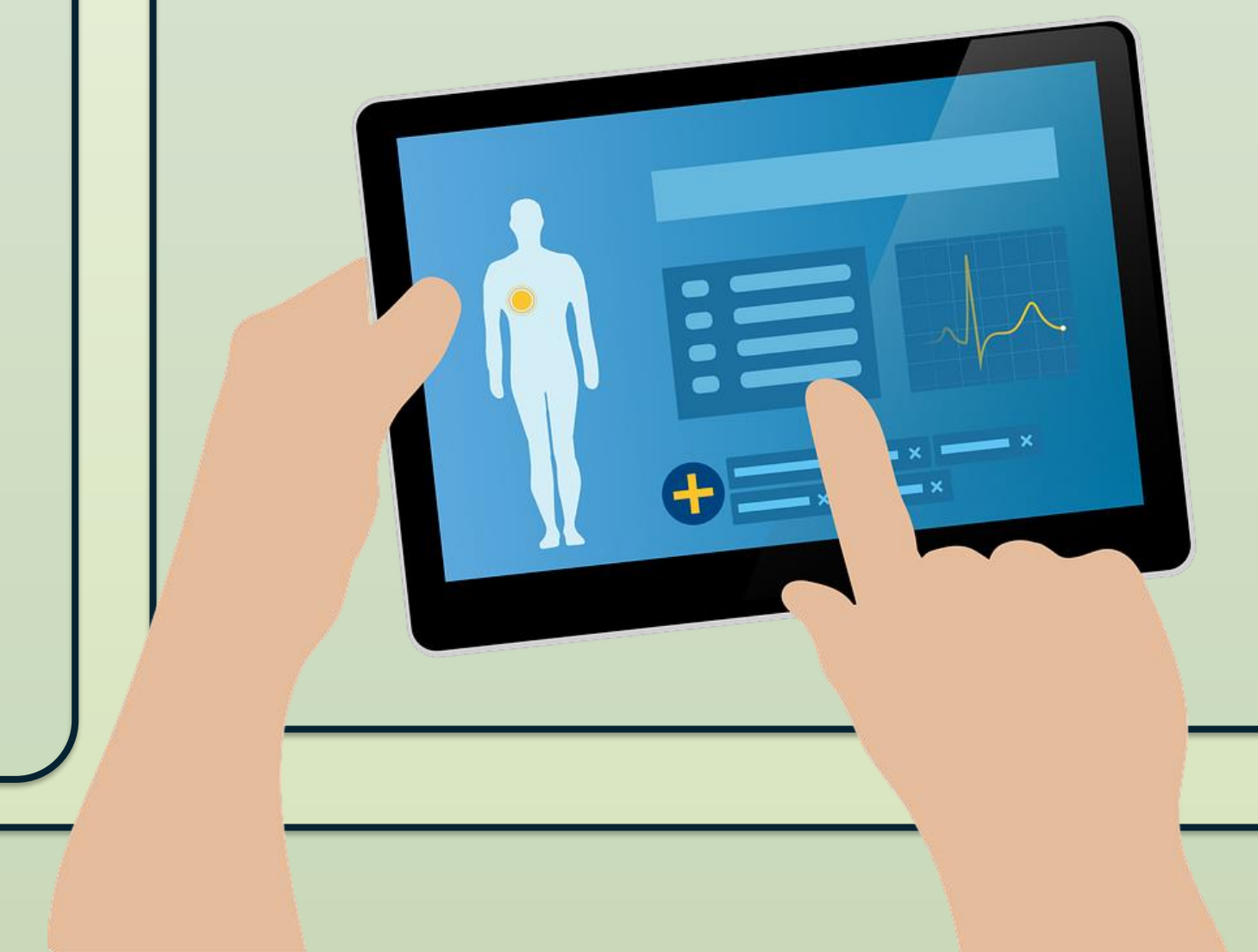
The new model gives patients better care and emergency responders more options. The new CMS model allows the ambulance service to assess medical need at the scene with the aim of directing patients to the facility that best meets their immediate needs, be it at the ER, urgent care or directly to the cardiac catheterization laboratory.

## CONTACT INFORMATION

Please take a business card and feel free to reach out to us with further questions on any of our Virtual Care platforms and initiatives.

## OTHER TELEHEALTH SERVICES

- Video Visits
- On-Demand Visits
- Telemedicine
- E-Consults
- E-Visits
- Tele-Ambulance (ET3)
- Tele-Stroke
- Tele-Hospitalist



## FUTURE PLANS, VISION, INITIATIVES

As a Healthcare organization, we are always working to increase our Virtual Care volumes. We are working hard to educate our providers to give our patients the care they need whether that be in-person or virtual. We are also working on a Virtual Care CME course for our new providers to better prepare them to provide Virtual Care to our patients. Our newest project is to implement billable MyChart messages. This will tentatively go live Q3.

# Splash Session

