

VIRTUAL CARE

at Children's National

At Children's National, we are continually improving ways to conveniently access quality care. Partner with us and engage with our world-class providers.



Currently, we offer virtual care video conferencing for primary care, specialty care, care coordination, and post-discharge visits.

About Virtual Care at Children's National

Virtual care is the delivery of health services remotely using technology.

Our virtual care team supports families, community providers, subspecialists and partnering organizations by providing more convenient access to quality clinical care and education. World class care is transcending geographic barriers through digital health.

Patients and families can engage virtually with their child's care team, while health care providers can consult with Children's National experts as they manage their own complex patients.

How Virtual Care Benefits Patients and Families

Our virtual care program reduces the hassles of traveling to and from appointments by connecting the two parties via a secure video conference. No matter where a patient is located, we're making it easier to get care from our providers by:



Minimizing time taken off of work and school



Minimizing time traveling to and from the doctor's office



Extending virtual appointment hours beyond the typical workday



Helping patients manage medications and medication renewals



Offering payments through FSA, Flex and similar accounts



Reaching out to suburban and rural communities

Email: telemedhelpdesk@childrensnational.org
[ChildrensNational.org/virtualcare](https://www.ChildrensNational.org/virtualcare)



Children's National®

How Virtual Care Benefits Care Providers

The virtual care team at Children's is ready to bring world-class care and education to communities around the world. We're here to support other pediatric care providers in our shared vision of helping children by:

- Providing accessible care in a timely manner
- Offering highly specialized health care expertise not commonly available in smaller communities
- Supporting the local health care economy and community providers
- Serving as a cost feasible educational health care resource

Critical Care Command Centers

The virtual care team is currently piloting a physician-focused, virtual command center in the Children's National Cardiac Intensive Care Unit (ICU). Made possible by a five-year grant from Blue Cross Blue Shield, the Cardiac ICU incorporates a traveling, Wi-Fi powered robot that visits patients in their rooms. The robot transmits real time video and audio connections to the virtual command center, where the doctors are located. The doctors can then see and communicate with patients and attending specialists throughout the hospital.

The technology allows doctors to monitor patient vitals and measure progress from the command center. As a result, they minimize time spent traveling between patient rooms, and can invest more into caring for patients with special needs or critical conditions. In addition to the cardiac ICU, this pilot will also extend to the neonatal ICU and pediatric ICU at Children's National. The team will analyze a variety of variables from the model including:

- How the new features will save families valuable time and travel expenses
- Short- and long-term health outcomes and mortality rates
- Patient quality of life
- Enhancing care coordination and patient flow

A new telemedicine command center for pediatric cardiac critical care will extend our caregivers' reach within and outside of the hospital's walls. Located in our cardiac intensive care unit (CICU), the center will enhance our ability to diagnose and care for critical events. Even during the quietest hours of the night and weekend, caregivers will be able to intervene quickly. The result will be reduced rates of death and complication for the children in our care.

The Cardiac ICU command center will serve as the model for future command centers offering critical care and education to both children and providers outside of our region. Families and providers here and around the world will have quick access to experts who can make the right decisions at the right time, no matter where they are.

SERVICES

For local, national and international partnering providers, we offer the following services:

- Live video visits
(urgent and non-urgent)
- Provider to Provider phone consults
(urgent and non-urgent)
- Chart review
- Mobile services
- Second opinion
- Store and forward
(dermatology, wounds)
- Virtual grand rounds
- Distance learning and education
(clinical/medical education, mentoring)

About Children's National Health System

Children's National Health System, based in Washington, D.C., has served the nation's children since 1870. Children's National is **the nation's No. 6 pediatric hospitals** and, **for the third straight year, is ranked No. 1 in newborn care**, as well as ranked in all specialties evaluated by U.S. News & World Report. It has been designated two times as a Magnet® hospital, a designation given to hospitals that demonstrate the highest standards of nursing and patient care delivery.

This pediatric academic health system offers expert care through a convenient, community-based primary care network and specialty outpatient centers in the D.C. Metropolitan area, including the Maryland suburbs and Northern Virginia. Home to the Children's Research Institute and the Sheikh Zayed Institute for Pediatric Surgical Innovation, Children's National is the seventh highest NIH-funded children's hospital in the nation. Children's National is recognized for its expertise and innovation in pediatric care and as a strong voice for children through advocacy at the local, regional and national levels.