



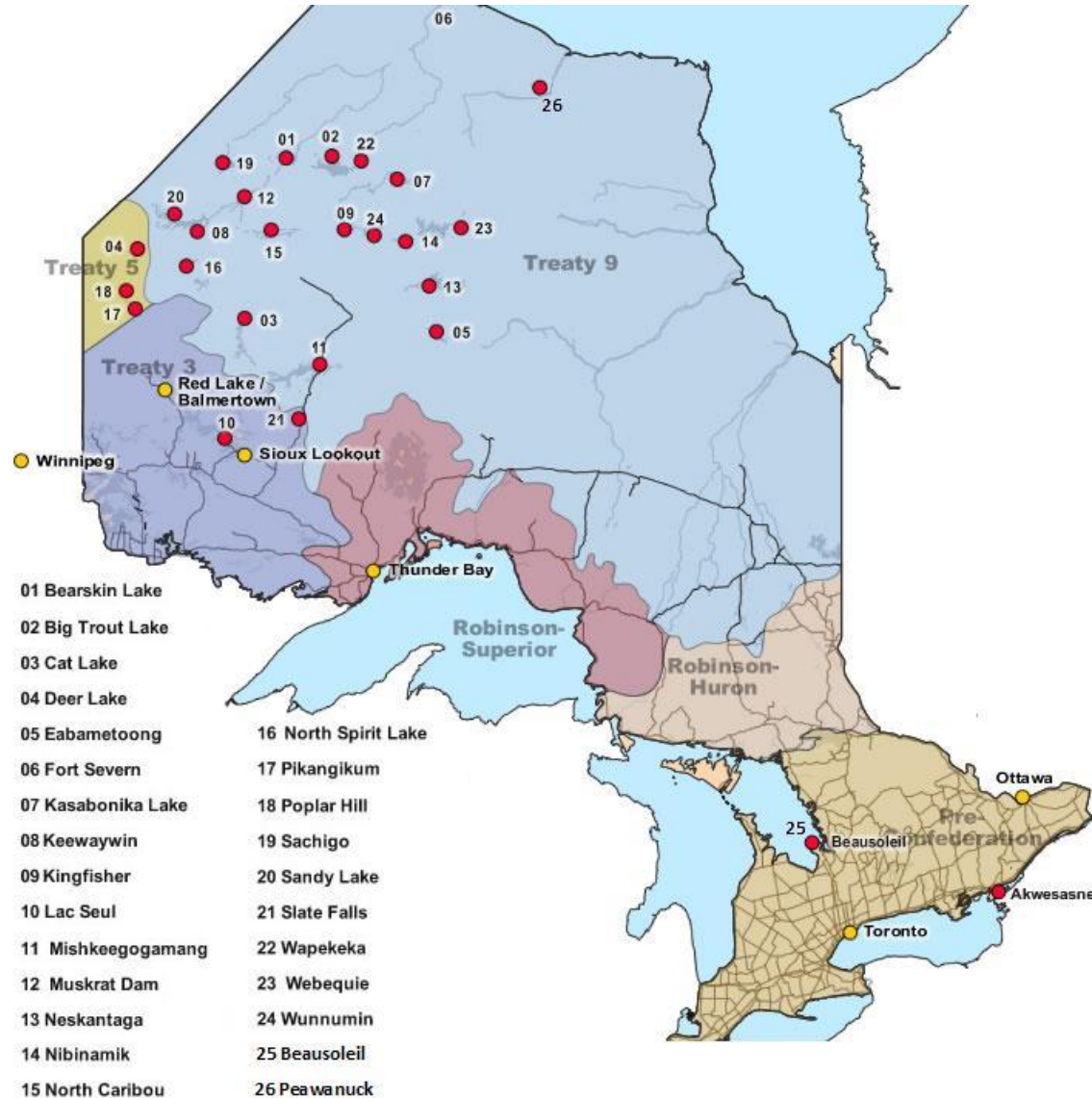
# KO Telemedicine Clinical Programming

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# Breaking Geographical Barriers



# KO Telemedicine Clinical Update

## January 2009



### ***New!***

KOTM has a new **Hotline**

Answered during business hours (8:30-4:30 CST Monday-Friday)

Dial 1-800-387-3740

Extension **1000**

### ***Stats: 2008 year end***

**2562** successful consults (214 per month) exceeding our targets!

### ***Top Providers***

Sioux Lookout Diabetes Program	<b>600</b> consults in 2008!
Teleophthalmology	251
Physiotherapy encounters (mostly pain Clinic)	198
Psychiatry mental Health Adult	159
RN Encounter	150
General Surgery	121
Family medicine	103
Orthopedic surgery	98

### ***New Providers***

Pharmacist

Norwest FAS

Marriage counseling

Maternity Centre

### ***Waiting List***

George Jeffery

### ***Clinical Incidents 2008 year end***

662 failed consults (21%) failure rate

46% of these were no shows



We are busy planning for even better service  
in 2009.....

*Please contact me with any questions,  
concerns, ideas*

*Nancy Muller Regional Coordinator  
KO Telemedicine*

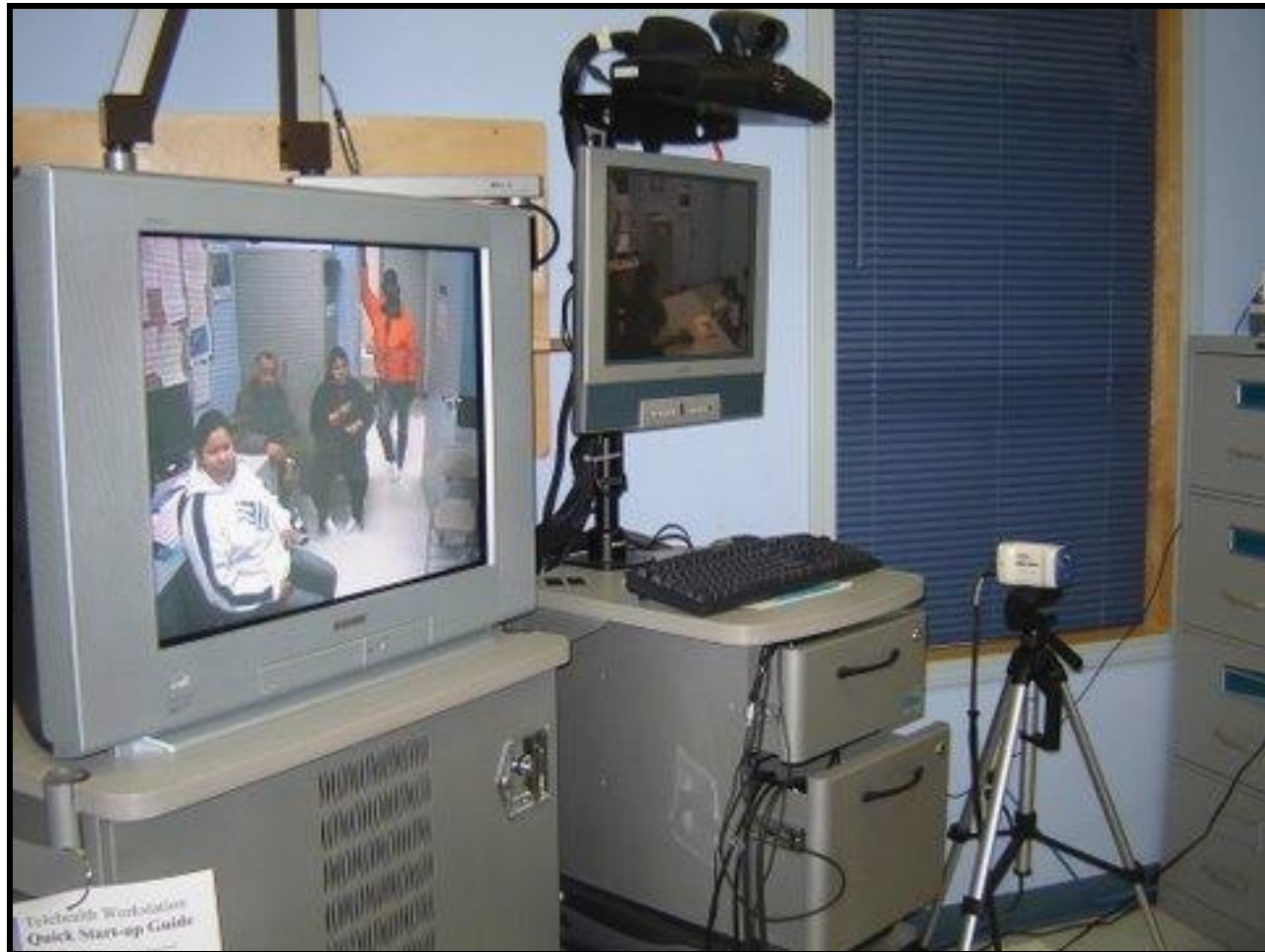
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# Community site



# Community equipment





# Specialist Site



Sioux Lookout Diabetes Program  
Thunder Bay Regional  
Dr Edye Psychiatrist  
Meno Ya Win Family Physicians  
Sioux Lookout Remedy Rx  
Winnipeg Specialists via MB Telehealth

Other providers from various sites in  
Ontario






# How it happens....

- Referral
- Scheduling
- Site coordination



# Easy Referral System

 <b>KO TELEMEDICINE REFERRAL FORM</b> Fax to 1-807-735-1089		 	
Date of Request:			
<b>KO Telemedicine use</b>	Patient studio:	Appointment Date:	Appointment Time:
		DD / MM / YY	
<div> <div>+</div> <div>+</div> </div>			
<i>Specialty Requested:</i>		<i>Specialist name:</i>	
Referring Physician:		Tel:	FAX:
Referring Physician OHIP Billing #:		City:	Postal Code:
Patient Name:		Date of Birth:	Sex:
Health Card No:	Version:	Preferred Language:	
Address:		Postal Code:	Band No.:
Tel (H):		Tel (W):	
<i>Please complete if patient is less than 18 years of age:</i>			
Mother's Name:		Tel (H):	Tel (W):
FIRST / LAST			
Father's Name:		Tel (H):	Tel (W):
Guardian's Name:		Tel (H):	Tel (W):
Purpose of Consult: <input type="checkbox"/> Initial Consult <input type="checkbox"/> Follow-up <input type="checkbox"/> WSIB    Claim No. _____			
If not seen by Telemedicine, would this referral require the patient to travel? <input type="checkbox"/> Yes <input type="checkbox"/> Yes, possibly (please explain): <input type="checkbox"/> No (please explain):			
Reason for referral (please attach relevant reports/documents):			



# Types of Referrals

- Oncology
- Nutrition counseling
- Cardiology
- Nephrology
- Public Health
- Endocrinology
- Surgery (pre anesthetic and follow up)
- Family physician

# Types of referrals continued

- Pediatrics
- Gastrointestinal
- Physiotherapy
- Psychology
- Psychiatry
- Dermatology
- Diabetes
- Urology

# Types of referrals continued

- Psycho geriatrics
- Neurology
- Neurosurgery (pre and post)
- Occupational Therapy
- Social worker
- Mental health worker
- Palliative care
- Rehabilitation (amputee etc)

# Types of referrals continued

- Gynecology/obstetrics
- Stroke rehabilitation/prevention
- Nurse practitioner
- RN
- Emergency medicine
- Teleophthalmology

# Community Staff





# Community Site Coordinators



# CTC Clinical Duties

- Check list and protocol completion
- Confirm and remind patient
- Arrange transportation
- Ensure translation
- Communicate and Coordinate
- Technical expertise
- Advocate for patient
- Paperwork completed



# Clinical Protocols

- Protocols are developed to ensure quality consults
- Provider or specialty specific
- Ensuring the specialist has all necessary information and tools to complete the assessment
- Ensuring special issues specific to the type of consult are addressed

# Included in Protocol....

- Preliminary tests and paperwork
- Equipment
- Nurse presence
- Added privacy steps
- Patient preparation
- Post consult care

# Example Protocol....

## ***Protocol for Telepsychiatry Consults***

- Follow Telehealth Consult Checklist
- Follow Soundproofing Protocol
- Sign “Oath of Confidentiality” in front of the patient and have patient witness your signature (following explanation of the form). Confidentiality must be maintained at all times and for all consults. It is important that patients attending these appointments have extra reassurance that everything is private and confidential.
- Have the Consent to Disclose Personal Health Information form available (It is the psychiatrist’s responsibility to explain the form and then observe the patient signing). You will then witness the patient’s signature. This is signed so that the Psychiatrist can send information to the patient’s chart after the session.
- Mental Health Worker or designate must be available during and after the consult in case the patient needs additional mental health support.



# advantages

- Increased access
- Convenience
- Economical
- Easy to use
- Skilled staff



# Activities

- Discussion
- Reviews
- Education
- Assessment
- Consent
- Counseling
- Support
- Diagnosis
- Care plan planning

# Peripheral uses

Main camera

Exam Camera

Stethoscope

Ear nose and throat scope

Document camera



# What the providers say

- “using telemedicine is magnitudes better than trying to support community staff by telephone in an emergency”
- “it decreases time nurses and patients have to wait”
- “the trained CTCs know their jobs and are helpful”



# Things to improve on....

- Technology
- Staffing
- Providers
- Community awareness
- Community Doctor and nurse buy in
- Funding
- E charting



# Spontaneous Consults

- Usually urgent in nature and often after hours
- Equipment may be moved to treatment room
- CTC arranges connection and view
- Invaluable for visual guidance by out of community expert
- Can assist in time saving treatment decisions
- Examples of recent use:
- Our sixth telebaby delivery (when weather is out, usually premature)
- MVA assessments and medivac to Winnipeg for surgery rather than Sioux Lookout first where treatment needed was not available



# Sioux Lookout Diabetes Program

- Nurse/Dietitian team seeing patients in SLZ by referral
- Before KOTM partnership most patients seen 1-2 times a year during fly in visits
- Now able to see patients quickly and regularly by video conference
- 600 successful consults 2008
- Visits can be as technical as Insulin start



# Group Clinical Events

- A clinical event is referral initiated with a patient receiving care from a health care provider
- No personal health information is shared
- The patient consents to the group format of the visit



# Examples of Group Consults

- Maternity Centre Prenatal Group
- Pain Clinic
- Cholesterol classes
- Weight loss classes
- Diabetes Education

- Group Clinical events require a combination of clinical and educational programming elements
- Patient: notification and confirmation to attend, transportation
- Clinical Scheduling
- Multiple site coordination
- Poster and hand out distribution

# The adventure goes on....

