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1. Introduction

This manual contains the policies and procedures for KO Telehealth Services.

Documents in this manual have been developed by the KO Telehealth Policy & Procedure Committee. All policies receive final approval by the KO Telehealth Program Manager and the KO Executive Director or their designate(s). The KO Program Manager or designate will review all policies and procedures with the First Nations Advisory Committee. New and revised policies and procedures are distributed to the Regional Medical Directors prior to distribution to Community Telehealth Coordinators.

These documents are to be adopted by all KO Telehealth partners in their entirety and are not to be amended.

First Nations organizations partnered with KO Telehealth may wish to develop complementary or supplementary policies/procedures that do not change the spirit of the KO Telehealth directive. For example your institution may wish to complete your own consent form in addition to the standard consent form.
The committee welcomes feedback on existing documents and recommendations for new ones. This is critical to continuous quality improvement.

2. DISTRIBUTION

Policies and procedures will be done in .pdf format. Updated/new policies and procedures will then be distributed by the Regional Coordinator to the Telehealth Program Manager, Regional Medical Directors, and to the Special Projects Coordinator. The completed policies and procedures should also be placed on the KO Telehealth website.

The Regional Coordinator will distribute new and revised policies and procedures to the Community Telehealth Coordinators.

Each Community Telehealth Coordinator is responsible to maintain their Policy and Procedure Manual and keep it current by adding and/or replacing new or revised policies and procedures.

A master copy of the manual will be retained at the KO Telehealth office in Balmertown.

3. TERMS OF REFERENCE

3.1 Purpose
The Policy and Procedure Committee:
- Identifies and addresses gaps in policies, procedures, and processes in order to provide consistent, quality management of clinical and administrative aspects of KO Telehealth and its telehealth partnership with the NORTH Network and First Nations in the KO-Telehealth serviced region.
- Develops, evaluates, and revises necessary documents.

3.2 Committee Membership
The committee will include, as a minimum, the Program Manager, Regional Coordinator, Special Projects Coordinator, and one or more clinical representatives of the participating First Nation organizations in the KO-Telehealth serviced region.
The committee Chair will be appointed by consensus for a one year renewable term.

3.3 Responsibilities of Policy and Procedure Committee
- The committee will develop and maintain a list of policies and procedures.
- The committee will determine what input/from whom is required to complete their mandate and will seek input as required from any member of KO Health Services and its First Nations health partners regarding the functionality, application, and clarity of any document.
- The committee may invite individuals to participate in the committee meetings as appropriate.
• The committee will recommend policies and procedures for approval by the KO Telehealth Program Manager and KO Executive Director.
• The KO Telehealth Program Manager will review new/revised policies and procedures with the First Nations Advisory Committee on a quarterly basis.
• The Chair will ensure distribution and implementation of approved documents according to the attached process.

Quorum: 60%

Frequency of meetings: The third Monday of each month and at the call of the Chair.
1.2 Proposed Organizational Structure - Keewaytinook Okimakanak Telehealth Services

**Sioux Lookout First Nation Membership**

**FNs Telehealth Advisory Committee**

**Director KO Health Services**

**Professional (Clinical) Advisory Committee**

**Telehealth Program Manager**

**Project Partners:**
SLKT First Nations, PHCTF, NORTH, FNIHB (Ontario), NOHFC, FedNor

**Regional Telehealth Coordinator**

**Telehealth Schedulers**

**Telehealth Educator**

**Service Migration Coordinator**

**Keewaytinook CTCs**

**Matawa CTCs**

**Shibogama CTCs**

**IFNA CTCs**

**Windigo CTCs**

**Independent CTCs**

**K-Net/NORTH Help Desk**
1-800 Help Line; Network Management; Technology Procurement & Maintenance
2. HUMAN RESOURCES

2.1 Job Descriptions:

<table>
<thead>
<tr>
<th>Policy Section: Job Description</th>
<th>Policy No: 2.11</th>
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<tbody>
<tr>
<td>KO TELEHEALTH</td>
<td>KO Telehealth Program Manager signature:</td>
</tr>
<tr>
<td>Policy Subject: Community Telehealth Coordinator (CTC)</td>
<td>KO Executive Director signature:</td>
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<td>Page:</td>
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<td>Effective Date:</td>
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**JOB SUMMARY**

The Community Telehealth Coordinator (CTC) will ensure the delivery of high quality telehealth services within their communities. In addition, the CTC will act as a telehealth advocate and supporter to develop telemedicine initiatives within the community.

Under the authority and general direction of both the Community Health Director and the Regional Telehealth Coordinator, the CTC plans, implements, and ensures maximum usage of telemedicine.

**IMMEDIATE SUPERVISOR:** Community Health Director

**TELEHEALTH SUPERVISOR:** Regional Telehealth Coordinator

**DUTIES AND RESPONSIBILITIES:**

1. Attend staff training as required to achieve certification as Community Telehealth Coordinator;

2. Plan, initiate, implement and provide support for maximum local usage of Telehealth;

3. Promotes the use of telemedicine for patient consultations by talking about telehealth with healthcare professionals, patients and the community at large;

4. Provide the principal point of contact for KO Telehealth to manage the day-to-day delivery of telehealth;

5. Liaise with Nursing Station Health staff (nurses, CHRs, mental health workers, etc.) to ensure a high comfort level in using telemedicine equipment;
6. Communicate with other CTCs to provide support, share knowledge and best practices;

7. Create and implement confidentiality guidelines for telemedicine usage;

8. Liaise with Administration staff to ensure that provision for, and usage of telemedicine and videoconferencing is maximized;

9. Liaise with relevant organizations, funders and agencies such as, but not limited to Industry Canada, Health Canada etc;

10. Perform other related duties as required by the supervisor, and all duties assigned by the Chief and Council.

**KNOWLEDGE AND SKILLS**

1. Post secondary education in health services, computer technology or equivalent experience;

2. An understanding of, or willingness to learn extensive computer technology skills;

3. High comfort level in working with and supporting other people to use telemedicine equipment;

4. Strong English oral and written communication skills;

5. Program implementation and problem solving skills;

6. Oral fluency in Ojibway, Oji-Cree, or Cree is essential, with written fluency in Aboriginal language an asset;

7. Demonstrated ability to treat confidential information in a mature and professional manner.
1. PURPOSE

Describe the main reason that this position exists and the overall end result.

The Health Informatics Educator coordinates telehealth training and educational services for Keewaytinook Okimakanak Health Services staff. S/he will work directly with Community Telehealth Coordinators (CTC) to assess training needs, provide telehealth training, support the acquisition of specific telehealth skills and knowledge, monitor learner success and performance and develop continuous learning plans and set skills goals with CTCs. The Health Informatics Educator prepares hands-on learning materials, documents standard telehealth procedures and prepares and updates procedural manuals.

The Health Informatics Educator will work with the Regional Telehealth Coordinator and the Regional Medical Director to ensure the quality of telehealth delivery in Keewaytinook Okimakanak communities. S/he will assess CTC skills, suggest procedures or approaches to improve the delivery of telehealth, identify training issues related to the introduction of new telehealth services and take the lead role in certification of CTCs. The Health Informatics Educator will identify training and educational support necessary for the appropriate development and implementation of high quality telehealth programs in Keewaytinook Okimakanak communities.

2. RESPONSIBILITIES

Describe the major responsibilities and identify what you expect from the person doing this job.

1. COORDINATES THE TRAINING OF COMMUNITY TELEHEALTH COORDINATORS:
   - **Assesses** CTC health skills and knowledge and telehealth training needs
   - **Identifies** and addresses local training issues and concerns
   - **Designs** appropriate telehealth training strategies and resource materials
   - **Delivers** hands-on, face-to-face and on-line learning programs to support local health informatics services
   - **Develops** individualized quality improvement plans that support continuous learning
   - **Monitors** the quality of telehealth interactivity in each community
   - **Documents** technical procedures used to initiate, troubleshoot and terminate telehealth sessions
   - **Provides** specific training and instruction in the manipulation and use of various peripheral devices during telehealth sessions
   - **Collaborates** with CTCs to improve telehealth practice in northern First Nations
   - **Regularly** schedules workshops and training sessions on new telehealth...
services and techniques
- **Encourages** the acquisition of new telehealth clinical skills and knowledge
- **Helps** to determine how new telehealth services can be delivered in the community
- **Prepares** and updates telehealth manuals and references that support day-to-day telehealth delivery
- **Responds** rapidly to emergent needs and/or skills deficiencies
- **Assists** in program evaluation by:
  - Ensuring all relevant documentation is completed and forwarded to the Project Manager
  - Tracking learner performance and achievement
  - Collating all telehealth training initiatives and curriculum developed for the project
- **Ensures** that CTCs are ready and able to deliver telehealth in their community
- **Maintains** regular communication with the Project Manager and the Regional Medical Director

2. **COORDINATES THE TELEHEALTH LEARNING FOR KOHS STAFF:**
- **Encourages** tele-education events and promotes telehealth learning:
  - Promotes tele-education and training for all Keewaytinook Okimakanak health care workers
  - Provides orientation to Health staff about the equipment and how it is used
  - Trains others in the use of the equipment as appropriate
  - Acts as a resource and facilitator for health workers who use telehealth learning technologies
  - Identifying and authenticating telehealth learning links for the KOHS-Telehealth website
  - Staging regular telehealth learning days for Keewaytinook Staff
  - Preparing pamphlets and information sheets for addressing First Nations telehealth questions and concerns

3. **OTHER DUTIES:**
- **Collaborates** with the Regional Telehealth Coordinator and site coordinators to formulate and establish procedural standards of practice
- **Documents** lessons learned
- **Participates** in regular regional telehealth meetings
- **Provides** emergency coverage for local CTC’s, if necessary
- **Undertakes** special projects and research, as required to complete tasks
- **Prepares** regular activity summaries for the Telehealth Project Manager.
3. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for this position.

- RN or other health professional designation with equivalent First Nation community health care delivery experience
- Knowledge of adult learning and training strategies
- Experience facilitating workshops and/or providing hands-on training with adult learners in the workplace
- Understanding of and interest in the use of communications and learning technologies in health care delivery
- Ability to learn, adopt and transfer new technical and clinical skills and practice
- Experience working with physicians and other health care professionals
- Experience preparing, editing and/or updating manuals and reference materials
- Strong speaking and listening skills
- Able to work as part of a team with an ability to complete work on schedule with minimal supervision
- Effective decision making ability
- Excellent interpersonal skills
- Sensitivity to geographical and cultural needs of Nishnawbe people
- Bilingual (Ojibway, or Oji-Cree, or Cree and English)

Familiarity with e-mail and the internet is an asset.
1. PURPOSE

Describe the main reason that this position exists and the overall end result.

The Scheduler books clinical consults, educational sessions and project meetings within the KO Region and ensures that documentation for each telehealth session is received and forwarded to the appropriate site. The Scheduler works closely with the KO Regional Telehealth Coordinator and the CSO (Timmins) to ensure that all clinical consults and educational sessions are arranged and properly documented. The Scheduler maintains the master record of scheduled telehealth events for the KO Region and is the primary liaison between service providers and the NORTH Network CSO. The Scheduler also maintains a record of all Staff meetings and archives Minutes and decisions arising from these meetings.

1. RESPONSIBILITIES

Describe the major responsibilities and identify what you expect from the person doing this job.

1. SCHEDULES CLINICAL CONSULTS:

- Receives and files referral forms
- Contacts service providers (consultants, allied health professionals) and Community Telehealth Coordinators to determine and set session times and dates
- Ensures that all appropriate documentation has been completed before and after each session
- Maintains a master session calendar at the Balmertown office
- Receives activity logs from Community Telehealth Coordinators
- Liaises with the NORTH Network Central Scheduling Office to confirm site access and order information, request bridging or gateway services, report connection issues/problems and forward activity log information.

1. SCHEDULES EDUCATION SESSIONS:

- Receives notices of upcoming educational sessions from the Regional Telehealth Coordinator
- Contacts Community Telehealth Coordinators in advance of the event to confirm community participation
- Liaises with educational service provider (Tikinagen, SL Nursing Office, McMaster program) to confirm site participation
- Circulates session documentation (attendance sheets, evaluations, resource materials) to participating sites
- Receives session documentation after each educational event and forwards to the service provider
- **Follows-up** with Community Telehealth Coordinators if session documentation is incomplete or delayed
- **Forwards** activity log to the CSO (Timmins)
- **Participates** in scheduling process and systems training as required.

**SCHEDULES AND SUPPORTS PROJECT MEETINGS:**
- **Receives** notice of meeting
- **Calendars** meeting on the KO Balmertown master schedule
- **Distributes** notice of meeting by e-mail to participants, as requested
- **Takes** and distributes Minutes of meetings, as requested

**OTHER DUTIES:**
- **Prepares** bimonthly summaries of telehealth activity for the KO Region
- **Participates** in regular Staff meetings and regional clinical meetings
- **Takes** and distributes Minutes for regular Staff meetings and regional clinical meetings
- **Archives** Minutes and decisions arising from these meetings.
- **Provides** emergency coverage for local CTC’s, as requested
- **Undertakes** special projects and research, as required to complete tasks.

**KNOWLEDGE, SKILLS AND ABILITIES**

Describe the level of knowledge, experience and abilities that are required for this position.

1. University or College degree with community-based experience working with diverse partners on integrated projects
2. Knowledge of telehealth scheduling and referral processes and procedures.
3. Understanding of and interest in the use of communications and learning technologies in health care delivery
4. Ability to maintain an accurate and highly detailed record of health services activity
5. Experience working with physicians and other health care professionals
6. Experience working with preparing, editing and/or updating manuals and reference materials
7. Strong listening skills
8. Able to work as part of a team with an ability to complete work on schedule with minimal supervision
9. Excellent interpersonal skills and dedication to service excellence
10. Sensitivity to geographical and cultural needs of Nishnawbe people

**Familiarity with e-mail and the internet is an asset.**
JOB SUMMARY:

The Special Project Coordinator works together with the KO Telehealth team to ensure the delivery of high quality services within the Sioux Lookout Zone. Under the supervision of the KO Telehealth Program Manager, the Special Projects Coordinator takes the lead in coordinating and delivering specific initiatives that assist in the promotion and integration of Telehealth into the routine delivery of Health Care in this region. A detailed clinical health background is essential in order to document recommended policies and procedures for the Telehealth Program along with recognizing key clinical areas that Telehealth can expand into for future delivery in the Telehealth Service Model.

This is a part time position ranging from 3-4 days per week depending on the workload and work commitments entered into.

Salary range is dependent upon professional education and work experience.

ACCOUNTABILITY:

The Special Projects Coordinator is supervised and directly accountable to the KO Telehealth Program Manager.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Animate delivery of key projects that are deemed necessary in order for the ultimate success of the Telehealth Program.
2. To work with health professionals to document clinical service integration priorities and partnership opportunities.
3. Monitors performance and conducts performance evaluations before completion of probationary period, annually, and as required.

Travels to communities to meet with leadership and community committees along with recognizing underserviced health specialities that Telehealth could expand into the service delivery model.
5. Participates in the KO Telehealth Staff Meetings and other committees as required during the roll out expansion and communicate information sharing processes as required.

6. Produces regular reports current and accurate reports, analysis and advice to the KO Telehealth Team on the development of the tasks assigned in order to meet the reporting guidelines in the contribution agreement.

7. Other duties as assigned by the Program Manager.

STANDARDS OF PERFORMANCE:

1. Appropriately and consistently completes written staff evaluations and reports on time.

2. Shows good judgement about when to take the initiative and when it is necessary to obtain direction from the Program Manager.

3. Works productively and professionally as member of the KO Telehealth team and maintains co-operative working relationships with all staff and with community stakeholders and committees.

4. Ensures that information relevant to KO Telehealth community committees is posted\updated weekly.

5. Maintains the strictest of confidence with regards to personnel and other confidential internal records and proceedings.

6. Is willing to acquire new skills and knowledge required to fulfill the position’s roles and responsibilities and sees learning and development as part of his/her job.

7. Is able to adapt effectively to changes in workload or work environment.

8. Manages time effectively (handles workload efficiently and effectively, reliable attendance, punctual etc).

9. Able to travel up to one week a month to northern communities.

10. Production and on-line publishing of monthly reports documenting milestones achieved, needs and future plans.
QUALIFICATIONS:
1. Nursing Degree or Social Services (community development) diploma or equivalent in work experience.
2. Ability to speak Cree, Oji-Cree or Ojibway an very strong asset.
3. Demonstrated ability to animate and co-manage community-based initiatives.
4. Strong oral and written communications skills (including report and proposal writing skills).
5. Must have knowledge and proven experience in computerized word processing. Competence in a database program(s) a definite access.
6. Knowledge of and commitment to the services provided by Keewaytinook Okimakanak.
7. Knowledge of the people, culture, history of Nishnawbe-Aski Nation; in-depth knowledge of the economic climate and business development priorities of the First Nations.

POLICY SECTION:
Job Description
Policy No: 2.15
Policy Subject: Regional Telehealth Coordinator (RTC)
KO Telehealth Program Manager signature:
Effective Date:
KO Executive Director signature:
Last Revised:
KO TELEHEALTH

4. PURPOSE
Describe the main reason that this position exists and the overall end result.
The Regional Telehealth Coordinator is a ‘Champion’ of telemedicine within the region, promoting the use of the technology within the larger community and liaising with colleagues in both rural and urban centres. Acting as a resource for Telehealth Coordinators in the area, the Regional Coordinator will facilitate communication between referring and specialist sites to achieve seamless integration of telemedicine into everyday health care delivery and will provide clinical supervision to Community Telehealth Coordinators at First Nations sites.
The Regional Coordinator will assist the Regional Medical Director to chair regularly scheduled teleconferences with Medical Directors and Coordinators to review activities at each site and address concerns as they arise. The Regional Telehealth Coordinator will work with the Regional Medical Director and the Telehealth Informatics Educator to design and diffuse functional service models across the region and to ensure the quality of telehealth delivery in Keewaytinook Okimakanak communities.

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<thead>
<tr>
<th>5. RESPONSIBILITIES</th>
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<tbody>
<tr>
<td>Describe the major responsibilities and identify what you expect from the person doing this job.</td>
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<tr>
<td>2. COORDINATES THE DEVELOPMENT OF REGIONAL TELEMEDICINE SERVICES:</td>
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<tr>
<td>- <strong>Liases</strong> with health care providers and patients in the region to identify needs for telemedicine consultations in the region and help recruit the necessary consultants to meet those needs locally where possible</td>
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<td>- <strong>Designs</strong> and refines telemedicine service models for deployment of new and existing services</td>
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<td>- <strong>Identifies</strong> relevant topics and potential speakers, for CME and CHE programming</td>
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<tr>
<td>- <strong>Collaborates</strong> with the Regional Medical Director, the Telehealth Informatics Educator and Telehealth Coordinators to establish protocols and to standardize the delivery of telemedicine throughout the region</td>
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<tr>
<td>- <strong>Assists</strong> in scheduling consultations</td>
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<tr>
<td>- <strong>Works</strong> with Coordinators in the region to ensure that evaluation and research requirements are met</td>
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<tr>
<td>- <strong>Maintains</strong> regular communication with the Project Manager and the Regional Medical Director to highlight concerns and communicate progress against objectives.</td>
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| 2. PROMOTES TELEMEDICINE AS A VIABLE OPTION FOR PATIENT CONSULTATIONS: |
| - **Coordinates** regional project promotion and communications: |
|   - Discusses telemedicine at rounds or other suitable meeting venues within the institution and infrequently, throughout the region |
|   - Hosts information sessions for colleagues |
|   - Communicates with other health care professionals and organizations in the local community and within the region |
|   - Supports and promote CHE activities to colleagues Trains others in the use of the equipment as appropriate |
|   - Liases with local media. |
3. OTHER DUTIES:
   - **Documents** lessons learned
   - **Participates** in regular regional telehealth meetings
   - **Undertakes** special projects and research, as required to complete tasks
   - **Prepares** regular activity summaries for the Telehealth Project Manager.

6. KNOWLEDGE, SKILLS AND ABILITIES

   Describe the level of knowledge, experience and abilities that are required for this position.

   - RN or other health professional designation with equivalent First Nation community health care delivery experience
   - Understanding of and interest in the use of communications and learning technologies in health care delivery
   - A self-starter with an entrepreneurial spirit, comfortable working in a rapidly changing environment
   - Experience working with physicians and other health care professionals
   - Able to work as part of a team with an ability to complete work on schedule with minimal supervision
   - Comfortable working in a patient care setting
   - Effective decision making ability
   - Excellent interpersonal skills
   - Sensitivity to geographical and cultural needs of Nishnawbe people
   - Bilingual (Ojibway, or Oji-Cree, or Cree and English)

   Familiarity with e-mail and the internet is an asset.
PURPOSE

Describe the main reason that this position exists and the overall end result.

Reporting to the Director of Health Services, the Telehealth Project Manager oversees the day-to-day operations of the KO/NORTH Network Telehealth partnership. The Project Manager establishes an operational infrastructure for delivering First Nations telehealth services. Specifically, s/he coordinates clinical, technical and organizational teams to plan, implement and document a working telehealth services model in the KO Region. This region encompasses the Deer Lake, Fort Severn, Keewaywin, North Spirit Lake and Poplar Hill First Nations, the Balmerton Health Centre and the Sioux Lookout Menoyawin Hospital. The Project Manager engages stakeholders to migrate the telehealth model to regional First Nations in the Sioux Lookout Health Zone. In addition, the Project Manager works with Keewaytinook Okimakanak Managers to support the advancement and sustainability of the regional SMART infrastructure in the Sioux Lookout Zone.

RESPONSIBILITIES

Describe the major responsibilities and identify what you expect from the person doing this job.

ESTABLISHES AN OPERATIONAL INFRASTRUCTURE FOR TELEHEALTH AND OVERSEES DAY-TO-DAY OPERATIONS:

- **Effectively** supervises and supports staff.
- **Ensures** the timely and appropriate recruitment and hiring of project staff.
- **Ensures** the completion of annual and all required performance appraisals for project staff
- **Promotes** the participation by staff in appropriate professional development
- **Ensures** human resource systems and activities are consistent with Keewaytinook Okimakanak Policy and Procedures and reproducible at a regional level
- **Chairs** weekly staff meetings
- **Prepares** annual budgets and presents quarterly financial summaries
- **Prepares** and presents quarterly reports
- **Project** contact (non-financial) with all funding and other partners.
- **Represents** the project in strategic external processes, conferences, and forums, subject to approval by the Director of Health Services.
- **Acts** as a spokesperson for the project where doing so will advance its mandate.
- **Ensures** the procurement of funds (matching) required to complete project.
COORDINATES CLINICAL, TECHNICAL AND ORGANIZATIONAL TEAMS TO PLAN AND IMPLEMENT TELEHEALTH SERVICES:

- **Initiates** regional projects and assigns team resources
- **Participates** in regional clinical, technical and organizational meetings
- **Ensures** that system protocols are consistent with KO and NORTH Network policies and procedures and reproducible at a regional level.
- **Reviews** project plans and tracks progress against objectives

ENGAGES STAKEHOLDERS TO MIGRATE THE TELEHEALTH MODEL TO REGIONAL FIRST NATIONS

- **Oversees** implementation including consultation with stakeholders, and review, evaluation and amendment of work plan as required.
- **Achieves** approved milestones and objectives and reports on these at meetings with the Director Health Services and/or the KO Health Advisory Committee and as required by funding agreements.
- **Responsible** for timely solutions and issue management related to all aspects of the project.
- **Ensures** Board direction is sought where appropriate and once received, is carried out.
- **Meets** regularly with the Director of Health Services and the KO Health Advisory Committee to report on progress and receive direction.

STANDARDS OF PERFORMANCE

**Describe the standards that the individual is expected to meet or exceed**
1. Accountable for the use of human and financial resources to fulfil the project's statement of work and objectives.
2. Reports are timely and contain accurate, specific, measurable and verifiable data.
3. Takes a leadership role in project management and coordinating committees, and maintains professional and co-operative working relationships with KO management and staff, community stakeholders, and key funding partners.
4. The KO Telehealth Project adheres strictly to approved budgetary guidelines and the financial position of the project is viable.
5. Project milestones are met on time and are verifiable.
6. Maintains the strictest of confidence with regards to personnel and other confidential internal records and proceedings.
7. Is willing to acquire new skills and knowledge to be effective in position; sees learning as integral to job.
8. Partnership-building and linkages result in demonstrated acquisition of additional funding to service the project.

KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for this position.

1. Post-secondary degree or equivalent in health information systems, health policy/public administration, or other appropriate disciplines.
2. Must have a minimum of five years pertinent work experience.
3. Ability to speak/write Cree, Oji-Cree or Ojibway a very strong asset.
4. Total competence in written and oral English.
5. Familiarity with network systems, technologies and architectures; applied knowledge of ICT applications and pricing
6. Applied knowledge of negotiating and monitoring agreements and contracts.
7. Knowledge of participatory research design and quantitative statistical analysis of needs and evaluation.
8. Experience in implementing and managing large-scale community-based projects; familiarity with project management tools and techniques.
JOB SUMMARY:

The Service Migration Coordinator position will focus on working with service providers and community health leaders to identify priority services of integration and to work with partners to facilitate service introduction and integration within the Sioux Lookout Health Zone.

As the project link between Keewaytinook Okimakanak and the Sioux Lookout First Nation Health Authority, s/he co-ordinates all aspects of the establishment of activities and tasks that will help ensure the success of Telehealth into the Sioux Lookout Health Zone. The Service Migration Coordinator animates the creation and operations of the KO Telehealth committees in each community and co-directs the community engagement and evaluation activities and processes as set down by the Telehealth Program Manager. This position assists Community Telehealth Coordinators to promote the programs and products developed throughout the project.

ACCOUNTABILITY:

The Service Migration Coordinator is supervised in dual capacity by the Sioux Lookout First Nation Health Authority and Keewaytinook Okimakanak and is directly accountable to the KO Telehealth Program Manager.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Animate delivery of key SLFNHA services via telehealth (Nodin - mental health; Child and Family Intervention).

2. To work with a health consultant to document nonclinical service integration and partnership opportunities. This report will be featured at a Health Service Integration Workshop in Sioux Lookout and constitute a short-list of priorities for integration of federal and programming using telehealth.
2. A sub project is the migration of integrated telehealth services in the Sioux Lookout Health Zone. This sub project is initiated by the Service Migration Coordinator in January 2004. The key target dates for this sub project are September 2004 when an assessment of integrated health service priorities is finalized and October 2004 when it is presented at a Health Service Providers/Health Directors workshop. At this workshop stakeholders will shortlist and rank telehealth service integration priorities. This position will work with regional health partners to plan and introduce high priority services by September 2005.

3. Travels to communities regularly to meet with leadership and community committees.


5. Participates in the KO Telehealth Staff Meetings and other committees as required during the roll out expansion and communicates regularly with the telehealth team.

6. Produces regular current and accurate reports, analysis and advice to the KO Telehealth Team on the development of the tasks assigned in order to meet the reporting guidelines in the contribution agreement.

7. Other duties as assigned by the Program Manager and SLFNHA Supervisor.

**STANDARDS OF PERFORMANCE:**

1. Consistently and appropriately completes staff evaluations and reports on time.

2. Demonstrates good judgement about when to take the initiative and when it is necessary to obtain direction from the Program Manager.

3. Works productively and professionally as member of the KO Telehealth/SLFNHA team and maintains co-operative working relationships with all staff and with community stakeholders and committees.

4. Ensures that information relevant to KO Telehealth and SLFNHA community committees is posted/updated weekly.

5. Maintains the strictest of confidence with regards to personnel and other confidential internal records and proceedings.

6. Is willing to acquire new skills and knowledge required to fulfill the position’s roles and responsibilities and sees learning and development as part of his/her job.

7. Is able to adapt effectively to changes in workload or work environment.
8. Manages time effectively (handles workload efficiently and effectively, shows reliable attendance, is punctual etc).

9. Able to travel up to one week a month to northern communities.

10. Production and on-line publishing of monthly reports documenting milestones achieved, needs and future plans.

QUALIFICATIONS:

1. Social Services (community development) or Economic Development (Business) degree or diploma or equivalent in work experience.

2. Must have a minimum of two years experience as a manager in community/business animation and development with senior supervisory experience.

3. Ability to speak Cree, Oji-Cree or Ojibway a very strong asset.

4. Demonstrated ability to animate and co-manage community-based initiatives.

5. Strong oral and written communications skills (including report and proposal writing skills).

6. Must have knowledge and proven experience in computerized word processing. Competence in a database program(s) a definite access.

7. Knowledge of and commitment to the services provided by Keewaytinook Okimakanak and SLFNHA.

8. Knowledge of the people, culture, history of Nishnawbe-Aski Nation; in-depth knowledge of the economic climate and business development priorities of the First Nations.
The Education Program Coordinator position will focus on working with education programs, First Nations health organizations, Health Canada and community health providers to identify priorities with regards to providing education and support to community health workers in First Nations communities. Education, support and training will be integrated into the framework of organizations which provide education, training and support to health care providers working in First Nations communities.

Working with the KO Telehealth Team, the Education Program Coordinator identifies a strategy for providing continuing education, support and professional development for the health service providers in the Sioux Lookout Zone of the First Nation and Inuit Health Branch. The Education Program Coordinator will document this strategy for application to other First Nations health regions, as per Contribution Agreement with Health Canada.

**ACCOUNTABILITY:**

The Education Program Coordinator Service Migration Coordinator is supervised by Keewaytinook Okimakanak and is directly accountable to the KO Telehealth Program Manager.
**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Initiate and Coordinate the procurement and delivery of education opportunities for Health Service Providers working in First Nations communities in the Sioux Lookout Zone.
2. Determine education needs of Health Service Providers in the Sioux Lookout Health Zone by designing and implementing a needs assessment strategy.
3. Outline a model of service delivery with a special focus on sustainability.
4. Identify and collaborate with key informants and partner organizations.
5. Identify and secure potential presenters/educators from partner organizations.
6. Coordinate and implement continuing education and professional development sessions; compile participant evaluations for each educational session.
7. Oversee development of educational resources for Health Service Providers.
9. Participates in the KO Telehealth Staff Meetings and other committees as required.
10. Produces regular reports, analysis and advice to the KO Telehealth Team on the development of the tasks assigned in order to meet the reporting guidelines in the contribution agreement.
11. Prepare final report to stakeholders.
12. Other duties as assigned by the Program Manager.

**STANDARDS OF PERFORMANCE:**

1. Participates in performance evaluations.
2. Shows good judgement about when to take the initiative and when it is necessary to obtain direction from the Program Manager.
3. Works productively and professionally as member of the KO Telehealth team and maintains co-operative working relationships with all staff and with community stakeholders and committees.
4. Maintains the strictest of confidence with regards to personnel and other confidential internal records and proceedings.
5. Is willing to acquire new skills and knowledge required to fulfill the position’s roles and responsibilities and sees learning and development as part of his/her job.
6. Is able to adapt effectively to changes in workload or work environment.
7. Manages time effectively (handles workload efficiently and effectively, reliable attendance, punctual etc).
8. Able to travel a minimum of 2 days per month, or as job requires.
9. Production and on-line publishing of monthly reports documenting milestones achieved, needs and future plans.
QUALIFICATIONS:
1. Bachelor of Science in Nursing or equivalent.
2. Must have a minimum of two years experience working with First Nations communities in the health care discipline.
3. Ability to speak Cree, Oji-Cree or Ojibway a very strong asset.
5. Experience in planning health programming for First Nations communities.
6. Strong oral and written communications skills (including report and proposal writing skills).
7. Must have knowledge and proven experience in computerized word processing. Competence in a database program(s) a definite access.
8. Knowledge of and commitment to the services provided by Keewaytinook Okimakanak.
9. Knowledge of the people, culture, history of Nishnawbe-Aski Nation; in-depth knowledge of the economic climate and health priorities of the First Nations.
JOB SUMMARY:

The Telehealth Secretary position will focus on supporting the KO Telehealth Administration Team to help create an efficient and effective workplace environment.

The major duties and responsibilities are a guideline as to the job dimensions however new tasks and duties will be assigned on a routine basis.

ACCOUNTABILITY:

The Telehealth secretary is supervised KO Telehealth Program Manager.

MAJOR DUTIES AND RESPONSIBILITIES:

1. To do all filing faxing, photocopying and typing for the Telehealth department.
2. To make all travel arrangements for the Telehealth staff
3. To create and maintain a health resource library
4. To organize and prepare for the Telehealth department meetings and workshops in advance
5. To attend Telehealth meetings: record and distribute minutes
6. To receive and record all Telehealth department staff and community workers timesheets and submit to payroll
7. To be responsible for Telehealth department purchase orders
8. Receiving, logging and distribution of incoming mail/faxes; logging and mailing of all outgoing mail

Other duties as assigned.
STANDARDS OF PERFORMANCE:

1. Appropriately and consistently completes written staff evaluations and reports on time.

2. Shows good judgement about when to take the initiative and when it is necessary to obtain direction from the Program Manager.

3. Works productively and professionally as member of the KO Telehealth team and maintains co-operative working relationships with all staff and with community stakeholders and committees.

4. Ensures that information relevant to KO Telehealth community committees is posted\updated weekly.

5. Maintains the strictest of confidence with regards to personnel and other confidential internal records and proceedings.

6. Is willing to acquire new skills and knowledge required to fulfill the position’s roles and responsibilities and sees learning and development as part of his/her job.

7. Is able to adapt effectively to changes in workload or work environment.

8. Manages time effectively (handles workload efficiently and effectively, reliable attendance, punctual etc).

9. Able to travel up to one week a month to northern communities.

10. Production and on-line publishing of monthly reports documenting milestones achieved, needs and future plans.

QUALIFICATIONS:

1. Several year experience in office support

2. Ability to use computer programs such as WordPerfect/Word, Microsoft, Excel.

3. Ability to work in a team environment.


5. Knowledge of health care services would be an asset.

6. Aboriginal language an asset

7. Valid driver's license

2.1.20 HELP Desk Role – under development
Telehealth is a scheduled service. Telehealth staff need to notify the Regional Coordinator in Balmertown and their community Health Director of any absences.

1. Medical Travel:
Notify the Regional Telehealth Coordinator using the KO Time off/Holidays Form, at least 1 week prior to your appointment.
   a. Contact the Telehealth Informatics Educator to determine if you will miss any training sessions and reschedule.
   b. Medical travel as escort for family will be reviewed on a case by case basis.
   c. If unable to return at scheduled time, notify the Regional Coordinator.

2. Absent from work to attend non-telehealth functions or training:
   a. Notify the Regional Telehealth Coordinator using the Time-off/Holidays Form, at least one week in advance of leave in order to obtain approval.

3. Bereavement:
   a. Notify the Regional Telehealth Coordinator using the Time-off/Holidays Form.
   b. Bereavement leave of 3 consecutive days will be granted to an employee in the event of the death of an immediate family member.
   c. Notify the Regional Telehealth Coordinator the day that you return to work.

4. Absent due to illness:
   a. Notify the Regional Telehealth Coordinator immediately if you are unable to be at work due to illness, using the toll-free number 1-800-387-3740.
   b. A sick leave of 3 or more consecutive days requires a medical note.
   c. Notify the Regional Telehealth Coordinator the day that you return to work.

5. Abandonment of Position
   a. An employee will be considered to have abandoned their position if they are absent from work without permission or informing their supervisor for a period of three consecutive days. Abandonment of position is grounds for termination of employment without notice.
This casual, on-call position ensures the uninterrupted delivery of high quality telehealth services within the community. Training is provided and full certification is anticipated within 8 months of date of hire.

The CTC Backup is hired and supervised by the Community Health Director in conjunction with the KO Regional Telehealth Coordinator (RTC). The position should be filled by the most suitable candidate. However, to ensure ongoing availability and commitment to the position, it is encouraged that CTC Backup duties be incorporated into an existing community health worker’s responsibilities wherever possible.

All CTC Backups are required to work a minimum of 4 hours monthly to maintain quality skills. The 4 hours may be divided between telehealth education or clinical sessions, and telehealth staff meetings.

1. Hiring Procedure
   a) The CTC Backup position will be posted and the position filled as per usual community procedure. The job description will be shared with the Community Health Director and the RTC will be part of the hiring committee.
   b) Upon hire, the payroll clerk will be notified. An orientation videoconference will be done to review job expectations and KO Telehealth Backup policy will be reviewed. Oath of Confidentiality will be signed at this time (see appendix 6.3).

2. Training
   a) Training is provided and full certification is anticipated within 8 months of date of hire. Each CTC Backup will be certified as outlined in the *Training Manual for Community Telehealth Coordinators*.
   b) It is required that the CTC Backup provide telehealth with a minimum of 4 hours monthly to maintain quality skills. These 4 hours can consist of training, attending meetings or providing telehealth sessions. These 4 hours will be scheduled by the RTC or the Telehealth Educator.

3. Hours of Work
   a) The CTC Backup will be called in by the Regional Telehealth Coordinator or designate.
   b) For short-term absences of less than one week, the CTC Backup will be called in to prepare for scheduled telehealth sessions, education sessions or training sessions only.
   c) In situations where the Community Telehealth Coordinator is absent for more than 1 week, the Backup CTC will be called in to work the usual CTC hours.
   d) When CTC Backups are unavailable, they must notify both the Community Health director and the RTC. Two weeks notice will be provided with any anticipated absences.

4. Payment
   a) Time sheets will be filled out and submitted to the KO Regional Telehealth Coordinator for biweekly payment.
   b) For sessions lasting less than 4 hours, CTC Backups will receive an additional 1 hour payment for travel and preparation for the session.
   c) For CTC Backups who are already employed as full time staff in the health centre, it is recommended that the backup position be incorporated into their existing position.
Any hours worked that are above and beyond their regular hours will be paid by KO Telehealth.

The purpose of this policy is to ensure that the patient’s personal health information is protected. This ensures that individuals feel secure when seeking health care via telehealth or disclosing personal health information to the KO telehealth staff.
Definitions:
**Personal health information**: All information, recorded or exchanged verbally about a specific individual relating to the person’s health or health care history, or other personal information including financial position, domestic situation, or other matters relating to the individual.

**CTC**: Community Telehealth Coordinator

**Confidentiality Protocol**

Patient privacy and confidentiality must be maintained at all times before, during, and after a telehealth session.

1. Record Keeping:
   - All files must remain confidential and be stored according to the KO Telehealth Documentation Policy.

2. Oath of confidentiality:
   - All KO Telehealth staff, upon being hired by KO Telehealth, should have the KO Telehealth Oath of Confidentiality form* reviewed with them by the Regional Telehealth Coordinator or designate.
   - Once the Oath of Confidentiality has been reviewed with the new employee, the form is signed by the employee, witnessed, and stored in the KO Telehealth employee file and a copy is kept by the new employee.
   - If the employee is found to have violated the terms of the confidentiality policy, it will be recommended that the employee be immediately removed from their position as indicated in item #6 of the Oath of Confidentiality.

*See Appendix 6.3 “Oath of Confidentiality” form

Community Telehealth Coordinators (CTCs) work in their communities to deliver telehealth to that community through KO Telehealth. The positions meet the current funding guidelines regarding how many hours are worked per week. The principles of fairness and impartiality will be applied to all decision-making with regard to KO Telehealth employees.
CTCs are Band employees and their employment status is determined by the Chief and Council. The CTCs are supervised jointly by the Community Health Director or designate and the KO Telehealth Regional Telehealth Coordinator. The KO Regional Telehealth Coordinator supports the Health Director by providing day to day monitoring of job expectations and performance. CTC job performance evaluations are done annually by the Regional Telehealth Coordinator and shared with the Health Director. CTCs need to notify the Regional Coordinator in Balmertown and their Community Health Director of any absences from work (see policy #2.2 Time-off Guidelines for further details).

An area which can create confusion is the relationships between people where a conflict of interest can arise. This policy provides guidelines for these situations, while recognizing that in the remote First Nations communities that partner with KO Telehealth there is naturally more overlap in relationships between people than in a more populated centre.

Conflict of Interest Guidelines

- As noted above, Community Telehealth Coordinators are jointly supervised by the Community Health Director and the KO Regional Telehealth Coordinator.

- Upon hiring, the KO Telehealth Regional Coordinator will ask new employees about any potential conflict of interest with regard to community supervision.

- Where the Community Health Director is a family member, an alternate supervisor will be identified. In no instance will a Community Telehealth Coordinator be supervised by an immediate family member. It is recommended that the community supervisor be the Chair of the Health Committee or the Councillor with the Health Portfolio or the Chair of the Health Committee/Council.

- It is recommended that the alternate supervisor not report to the CTC’s family member.

- If unable to identify a community supervisor, the Regional Telehealth Coordinator will escalate the issue to the Keewaytinook Okimakanak Health Director.
As the Community Telehealth Coordinators build their technical and computer skills, occasional work for technical support may be contracted out. Technical support includes computer set up or completion of the “Computer Skills Checklist”, as outlined in the Training Manual for Community Telehealth Coordinators. Help with the technical setup of the Telehealth Workstation is also a component of technical support.

**Guidelines for Obtaining Technical Support from Community Technicians on Contract:**

- Any time extra technical support is required, the CTC will obtain approval from the Regional Telehealth Coordinator. If at all possible, KO Telehealth and KO technical support staff will provide education and/or support computer and technical training for CTCs. In situations where this is not feasible, community technical assistance will be approved.

- Local support will be contracted out to provide this service. These “Community Technicians” are community members who have expertise in computer skills.
Once approval has been obtained from the Regional Telehealth Coordinator, the CTC will contact the Community Technician to determine their availability. The Community Technicians will contact the Regional Telehealth Coordinator to provide an estimate of the work required and to obtain final approval in writing.

For each hour worked, the Community Technician can invoice KO Telehealth for a maximum of $20/hour. The Community Technician will be paid for a minimum of one hour when called in for support.

The Program Manager must approve any work that requires more than 4 hours of service.

The Community Technician will then send an invoice by fax to KO Telehealth Attention: Regional Telehealth Coordinator at 807-735-1089.

If there is a dispute regarding fees, the Community Technician will contact the Program Manager directly.

All invoices will be sent to finance for payment using Code 5520-755.

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3. **Telehealth Services**

3.1 Scheduling

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Scheduling of all Telehealth sessions is done through the KO Telehealth Scheduling Office in Balmertown. The Telehealth Schedulers are responsible for receiving information about clinical and non-clinical sessions, disseminating information to the appropriate people, and maintaining accurate records of all telehealth sessions in the KO-Telehealth serviced communities and organizations. Patient privacy and confidentiality is maintained at all times.

Telehealth clinical sessions are scheduled by faxing a KO Telehealth Referral Form to the KO Telehealth Scheduling Office at fax # 807-735-1089.

Non-clinical telehealth sessions are scheduled by faxing a KO Telehealth Videoconference Request Form to the KO Telehealth Scheduling Office at fax # 807-735-1089 or by phoning or emailing the KO Telehealth Scheduling Office. The toll-free phone number is 1-800-387-3740,
ext. 51304 or 51306, and the KO Schedulers can be emailed at: gibbetstevens@knet.ca or gaylereid@knet.ca.

For further information on KO Telehealth Scheduling procedures, refer to KO Scheduling Manual available in the KO Scheduling office.

As user demand for telehealth services increases in the KO Telehealth-serviced communities and organizations, guidelines regarding the priority of scheduling sessions are required. This policy sets out the guidelines that KO Telehealth will use if required to identify which of two or more conflicting sessions will be given scheduling priority.

**Scheduling Protocol**

1. Triaging of telehealth sessions will be done according to the following guidelines:
   
   - **Clinical consults**: Clinical consults will have top priority. They will be filled in the order in which they are confirmed.
   
   - **Education or training sessions**: The number of communities attending health education sessions will depend on the space available. If space is limited, attendance will be determined by the order of registration.
   
   - **Administration sessions**: These will be scheduled upon notification of the KO Scheduling office. If a clinical consult arises that cannot be accommodated without rescheduling the administration session, the clinical session will take precedent over the administration session.
   
   - **Family visitation sessions**: Will be scheduled dependent on availability.
2. Education, training, and administration sessions can also use a KNET connection if it is available. Clinical sessions must be conducted only on the KO Telehealth equipment, not KNET.

As telehealth expands to additional communities in the Sioux Lookout Zone, there will be an increased demand on satellite services. To ensure quality of service, KO Telehealth is not able to schedule more than one* satellite session per morning and one* satellite session per afternoon. The following are guidelines for triaging scheduled sessions in the satellite communities. Unusual circumstances may cause a session to be reviewed and rescheduled at the discretion of the Regional Telehealth Coordinator.

**Definitions:**
**KO Scheduler:** Balmertown Office (FAX 1-807-735-1089)
**KNet HELP Desk:** KNet Technical Support Staff
Phone: 1-877-737-5638 OR
IP ext# 51264 John Moreau ext# 51253 Lars Dixon

**Triage Protocol for Satellite Communities**

2. When the KO Scheduler receives a completed referral form for a clinical session for a satellite community, the regular scheduling protocol is implemented (see KO policies # 3.11, and 3.12).

3. Once the scheduling protocol is complete, the KO Scheduler will notify KNet Help Desk to
redirect bandwidth to ensure quality of service.

4. Triaging of telehealth sessions will be according to the following guidelines:

- **Clinical consults**: Will have top priority for access to satellite service. They will be filled in the order in which they are confirmed.
- **Education/training sessions**: The number of communities attending education sessions will depend on the access to bandwidth. This will be determined by the order of registration.
- **Family visitation sessions**: Will be scheduled dependent on the availability of bandwidth.

*This number may increase as bandwidth increases.*

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### 3.2 Documentation

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## INTRODUCTION

In a Telehealth clinical consultation there are two locations:
- the **far site** where the consultant is located
- and the **near site** where the patient is located.

For an education session, there may be 3 locations:
- the **presenting site**: where the presenter is located.
- the **registration site** that is accepting registration for the education session. This may also be the presenting site.
- the **participant site** is the KO Telehealth site participating in the telehealth education session.

## DOCUMENTATION

### 1. Clinical Sessions except Telepsychiatry

**Near/Patient’s site**

a) A patient file will be started on each client who participates in the Telehealth session. The patient’s file will be kept in the telehealth suite in a locked filing cabinet in alphabetical order. The patient’s telehealth file will contain **nonmedical** information. This includes a copy of the:

- *Telehealth Session Checklist*
b) Prior to the Telehealth consult the CTC will complete a *Telehealth Session Checklist* and *Consent*.

c) Upon completion of the consult, the CTC will record the telehealth consultation on the *Activity Log*. A copy of the activity log will be faxed to the Balmertown office, and the original activity log will be placed in the client’s nursing station chart.

d) A Health Professional who is involved in the Telehealth session may be asked to fill out a *Health Professional Satisfaction Questionnaire*. The questionnaire will be faxed to the Balmertown office for evaluation purposes. No copies will be kept on file at the near site.

e) After the session, the CTC will help the patient complete a *Patient Evaluation Form* and fax to the Balmertown office. The original is kept on the patient’s file in the telehealth office.

2. Telepsychiatry Sessions

Extra care is taken to ensure confidentiality during a telepsychiatric session. The following steps should be followed:

- In addition to the usual clinical documentation, an *Oath of Confidentiality* is signed by the CTC in front of the patient by the CTC. The patient should sign as a witness.
- Any other health workers participating in the session are also required to sign the Oath of Confidentiality in front of the patient prior to the session starting.
- Extra consent is required by law to share information with other members of the mental health care team who are not present. The CTC needs to make sure that a “Form 14” is available in the telehealth suite for the patient to sign once the psychiatrist has spoken to the patient about this form.
- The Form 14 is filed in the patient’s telehealth file, and a new one doesn’t need to be signed if the patient sees the psychiatrist again.

3. Consultant’s Report after any clinical consult, including telepsychiatry

- The consultant will produce and distribute a consultation report as per the usual steps (i.e. the same as an in-person visit).
- Any new doctor’s orders or prescriptions will need to be sent directly from the consultant to either the referring doctor, nursing station, or pharmacy, NOT to the telehealth suite.

4. Education, Administrative Sessions and Family Visits

- After the session is complete, the CTC will fill out the activity log and fax it to the Balmertown office.
- The activity log can be kept in a monthly file in the telehealth office.
- Some education providers will require evaluation forms and attendance lists to be filled out after the education sessions. If so, these should be faxed to the Balmertown office as well (807-735-1089). They do not need to be kept on file at the participant site once this is done.
Where KO Telehealth delivers its service, the language spoken may be Oji-Cree, Cree, or Ojibway depending on the community, with local dialect variations occurring as well. To deliver high quality telehealth services to all communities, regardless of the language spoken, KO Telehealth has developed this policy to address the need for translation services.

**Translation Protocol**

- All clinical forms that are distributed for a telehealth session in a community will be translated into the local language as well as syllabics. This would include patient information and consent forms, and patient evaluation forms.
- To assist with accurate translation into the community’s language, the KO Program Manager will work with the Community Health Director as soon as possible when discussions regarding telehealth begin. The Community Health Directors will be given the KO Telehealth information sheets and consent forms, as well as other clinical forms that have been translated into the appropriate language and syllabics.
- The feedback that the Program Manager receives from the Community Health Director will be shared with the Telehealth team. If additional changes to the documents are required, KO Telehealth will engage the services of a community-identified translator, if possible, to assist them in this process.
- Ongoing communication regarding the need for translation should occur between the KO Telehealth team and the Community Health Director and other community members as telehealth is introduced to the community.
The College of Physicians and Surgeons has issued a policy to describe the process for submitting faxed prescriptions and provides guidelines for physicians to follow (see Chapter 5 of the NORTH Network ABC Manual). Because KO Telehealth CTCs are not licensed health professionals, they are not able to receive faxed prescriptions or physician orders. Any new doctor’s orders or prescriptions resulting from a telehealth consult will need to be sent directly from the consultant to the referring doctor, the community nursing station, or the pharmacy, NOT to the telehealth suite.
Reasonable steps should be taken to provide for the physical privacy of a person participating in a clinical telehealth consultation.

When establishing a new telehealth studio, provisions for patient physical privacy should be taken into consideration.

**Physical Privacy Strategies**

1. **New Telehealth Studios:**
   - When choosing a room for a telehealth studio, consider locating it in an area that is away from high traffic so that the possibility of a breach of patient confidentiality is minimized.
   - If possible, select a room that is soundproof or can be soundproofed to prevent unauthorized individuals from hearing the consultation.
   - Avoid picking a room with windows or ensure there are window coverings available to provide for privacy.

2. **Before and During the Clinical Consultation**
   - Have a “Session in Progress” sign displayed on the door of the telehealth room during clinical consultations.
   - Consider locking the door during the videoconference to prevent an unplanned interruption.
   - Turn on the TV and/or radio in the patient waiting room if the telehealth room adjoins it. This background noise will decrease the chance of personal information being accidentally overheard.
   - Ensure there is no loitering around the front of the telehealth room.
   - Place the microphone pod directly in front of the patient and remind them to speak in a regular speaking voice.
   - No patient information should be discussed outside the studio and no information should be discussed inside the studio before the door to the studio is closed.
   - Both sites should pan the camera around the room to assure all participants that only those they can see in the room are participating. Introduce everyone present in the studios at both sites.
   - Both patients and consultants must be informed and give their verbal consent to have anyone else attend the session.
   - For any telehealth rooms that are located in multi-use rooms, make sure that the telemedicine workstation is turned off when unit is not in use.
• All telemedicine workstations should have the “auto answer (point to point)” turned to “off”. This means the CTC or designate needs to be in the room to manually answer the calls.

• All KO Telehealth employees should telephone the telehealth studio prior to calling in spontaneously by video, in case a patient is in the telehealth room.

• CTCs can refer to the Training Manual for Community Telehealth Coordinators for further information on “Soundproofing Protocol for Telehealth Sessions”.

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Telepsychiatry consults differ slightly from other telehealth consults. To ensure that successful telepsychiatric sessions, the CTCs will need to do the following:

- Ensure that a community mental health worker (who could be the Mental Health Worker, Youth Worker, NAADAP worker, Crisis Team Coordinator, CHR, Resource Coordinator or nurse) is available outside the telehealth room during and after each session. Patients may need emotional support resulting from the sessions that is beyond the scope of the CTC. If a mental health worker is not available, the CTC shall notify the Regional Telehealth Coordinator. The telepsychiatry session cannot go ahead without this on-site support.
- Obtain an Oath of Confidentiality prior to each session and sign in front of the client. While confidentiality is maintained at all times and for every consult, it is important that patients attending these appointments have extra reassurance that the session is confidential.
- Obtain Form 14 prior to the session (located in the “consent” section of the blue North Network Manual). The psychiatrist will discuss signing Form 14 with the client during the session. You will need to sign as a witness to the patient’s signature. This is signed so that the psychiatrist can send information to the patient’s chart after the session.
- If soundproofing is a concern, please refer to the “Soundproofing protocol for Telehealth Sessions” in Chapter 3 of the CTC Training Manual.

#3.6cppJan23.05
Refer to Appendix 6.4, Foreign Resident Policy, NORTH Network
Telehealth Equipment is kept in the telehealth studio in each community. If it is a room just for telehealth use, it should be kept locked when the CTC is not working. If it is a multi-use room, the workstation and peripheral devices should be turned off and locked up when the CTC is not in attendance.

There should be two keys to the telehealth room and the telehealth equipment. The CTC keeps one, and another should be left behind the nursing station desk, where it is accessible to the nurses when the CTC is not in attendance. As well, if the CTC leaves the community, their key should be given to the CTC Back-up who is providing telehealth service while they are away.

KO Telehealth suites come equipped with computer, fax machine, printer and telehealth workstation. The CTC is responsible for using and caring for this equipment in an appropriate way. The following guidelines should be followed.

1. Computer:
   - CTCs should turn their computer off when they are not at work. When they are at work, computer use should be limited to KO Telehealth-related purposes. Any other use – i.e. on-line chat rooms – shall be cause for disciplinary action.
   - If the CTC has any problems with their computer, they should discuss this problem with the KO Telehealth computer technician.

2. Printer and Fax Machine:
   - Each CTC should ensure that their fax machine and printer have enough ink and paper. When the CTC notices supplies are getting low (ie when they insert the final ink cartridge or open the final package of paper), the CTC should contact the KO Telehealth Secretary about getting more supplies.

3. Telehealth Work Station:
   - Each Telehealth suite has an AMD binder that outlines the manufacturer’s instructions for the use and care of the telehealth workstation and peripheral equipment. If a CTC cannot locate this binder, they should contact the KO Telehealth office.
   - Important points to remember when using the telehealth workstation and peripherals are:
     i. Always plug into a surge-protected power bar.
     ii. Always fold the cable that leads to the otoscope carefully, so that it isn’t compressed as it is fragile.
     iii. If the workstation is in a dedicated telehealth room, it is turned off on Fridays at the end of the day, and turned on again on Monday mornings. It is left turned
on during the week. If the workstation is in a multi-use room, it is turned off after
every use.

- For cleaning and care of telehealth equipment, please refer to the AMD binder.
  If you have any questions, please contact the KO Regional Telehealth
  Coordinator or the KO Telehealth Educator.

5.0 TRAINING

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<th>Policy Section:</th>
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<td>Training</td>
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To improve service delivery, all CTCs and CTC Backups will receive on-going training. Certification will be achieved by all CTCs and CTC Backups.

1. **Training Process:**
   a) Training will be delivered by the Telehealth Informatics Educator and/or the KO Regional Telehealth Medical Director and/or others as designated.
   b) A combination of on-site, point-to-point and group video-conference training sessions will occur.

2. **Expectations:**
   a) Training will follow the “Training Manual for Community Telehealth Coordinators”. This includes information on job descriptions, confidentiality expectations, scheduling and documentation information and telehealth promotional strategies as well as certification criteria.
   b) Certification will follow successful completion of the training checklists as outlined in the “Training Manual for Community Telehealth Coordinators”. These checklists include: computer skills, technical training for the telehealth workstation, health care skills and medical terminology, mock telehealth sessions, Aboriginal language proficiency, and a review of the NORTH Network Manual.
   c) After certification, training will provide an opportunity for review and enhancement of all necessary skills including the technical skills, communication and health skills and Telehealth promotion.
   d) On-going training will be scheduled on a regular basis.

3. **Expected Outcomes:**
   a) Mock sessions will be used to evaluate the skills of CTCs and CTC Backups.
   b) The required skills and their successful demonstration will be documented on the Mock Session Checklist.
   c) CTCs will be fully certified within 3 months of their date of hire & CTC Backup’s within 6 months of their date of hire.
   d) Upon completion of the training and the 3 mock sessions the CTCs and CTC Backups will be:
      - familiar with their job description,
      - will demonstrate the technical skills required to use the Telehealth equipment,
      - will maintain confidentiality,
      - will document appropriately,
      - will be aware of the scheduling and referral process.
6.0 APPENDICES –
Appendix 6.1

Site Profiles
KO TELEHEALTH SITE PROFILES, SIOUX LOOKOUT HEALTH ZONE

**Balmertown Office,** Telemedicine Work Station – Dexter Road Office
12 Dexter Road, P.O. Box 340, Balmertown, ON  P0V 1C0
Phone Number:     807-735-1381
Toll Free Number:  1-800-387-3740
Fax Number:        807-735-1089
Contact People:  Kevin Houghton, Telehealth Program Manager (Ext. 51310)
                 Email: kevinhoughton@knet.ca
                 Donna Williams, Regional Telehealth Coordinator (Ext. 51303)
                 Email: donnawilliams@knet.ca
                 Gibbet Stevens, Telehealth Scheduler (Ext. 51306)
                 Email: gibbetstevens@knet.ca
                 Dale DePiero, Telehealth Informatics Educator (Ext. 51301)
                 Email: daledepiero@knet.ca
                 Gayle Reid, Telehealth Scheduler (Ext. 51304)
                 Email: gaylereid@knet.ca
                 Nancy Greaves, Services Migration Coordinator (Ext. 51374)
                 Email: nancy.greaves@nodin.on.ca
                 Cheryl Klassen, Education Program Coordinator (Ext. 51326)
                 Email: cherylklassen@knet.ca
                 Nancy Muller, Special Projects Coordinator (Ext. 51331)
                 Email: nancymuller@knet.ca
                 Tina Kakepetum-Schultz, Community Engagement (Ext. 51327)
                 Email: tinakakepetumschultz@knet.ca
                 Lars Dixon, Computer Technician (Ext. 51264)
                 Email: larsdixon@knet.ca
                 Carmen McFatridge, Telehealth Secretary (Ext. 51318)
                 Email: carmenmcfatridge@knet.ca

**Big Trout Lake** Telemedicine Work Station - KO Telehealth Site # 401
Big Trout Lake Nursing Station, P.O. Box 326, Big Trout Lake, ON  P0V 1G0
Phone Number: 807-537-2262 (Nursing Station)
Fax Number: 807-537-2283
Contact Person: Cindy Albany, Community Telehealth Coordinator
                 Email: cindyalbany@knet.ca

**Cat Lake** Telemedicine Work Station –KO Telehealth Site # 402
Cat Lake First Nations Health Authority, Box 55, Cat Lake, ON, P0V 1J0
Phone Number: 807-735-1381, Ext.51355
Fax Number: 807-347-2565
Nursing Station: 807-347-2110
Contact Person: Roy Keesickquayash, Community Telehealth Coordinator
                 Email: roykeesickquayash@knet.ca

**Deer Lake** Telemedicine Work Station - KO Telehealth Site # 035
Deer Lake Nursing Station, General Delivery, Deer Lake, ON  P0V 1N0
Phone Number: 807-735-1381, Ext. 51362 (Telehealth Room)
Fax Number: 807-775-9448
Nursing Station: 807-775-2054
Contact Person: Anita Meekis, Community Telehealth Coordinator
Email: anitasmeekis@knet.ca
Jeremy Sawanas, Backup Community Telehealth Coordinator
Email: jeremysawanas@knet.ca
Home Phone Number: 775-2271

**Fort Severn** Telemedicine Work Station - KO Telehealth Site # 036
Fort Severn Nursing Station, General Delivery, Fort Severn, ON  P0V 1W0
Phone Number: 807-735-1381, Ext. 51364
Fax Number: 807-478-2584
Nursing Station: 807-478-2575
Contact Person: Margaret Miles, Community Telehealth Coordinator
Email: margaretmiles@knet.ca
Jessie Matthews, Backup Community Telehealth Coordinator
Email: jessiematthews@knet.ca
Work Phone Number: 478-2575

**Kasabonika** Telemedicine Work Station - KO Telehealth Site # 404
Kasabonika Lake Nursing Station, General Delivery, Kasabonika Lake, ON  P0V 1Y0
Phone Number: 807-735-1381, Ext. 51377 (Telehealth Room)
Fax Number: 807-535-1192
Nursing Station: 807-535-1189
Contact Person: Mary Ann Shewaybick, Community Telehealth Coordinator
Email: maryannshewaybick@knet.ca
Delius McKay, Backup Community Telehealth Coordinator
Email: thelmamckay@knet.ca
Home Phone Number: 807-535-1028
Work Phone Number: 807-535-1189 Nursing Stn.

**Keewaywin** Telemedicine Work Station - KO Telehealth Site # 037
Keewaywin Nursing Station, General Delivery, Keewaywin, ON  P0V 3G0
Phone Number: 807-735-1381, Ext. 51360 (Telehealth Room)
Fax Number: 807-771-1078
Nursing Station: 807-771-1407
Contact Person: Ida Fiddler, Community Telehealth Coordinator
Email: idafiddler@knet.ca
Mary Kakekagumick, Backup Community Telehealth Coordinator
Home Phone Number: 807-771-1299

**Kingfisher Lake** Telemedicine Work Station - KO Telehealth Site # 081
Kingfisher Lake Nursing Station, General Delivery, Kingfisher Lake, ON  P0V 1Z0
Phone Number: 807-735-1381, Ext. 51366 (Telehealth Room)
Fax Number: 807-532-2331
Nursing Station: 807-532-2065
Contact Person: Cepra Sugarhead, Community Telehealth Coordinator
Email: ceprasugarhead@knet.ca
Abigail Moskatoaywenene, Backup Community Telehealth Coordinator
Email: abbymoskotaywenene@knet.ca
Home Phone Number: 807-532-9923
Menoyawin Health Centre Clinic Medical Cart – 7th Avenue site, Sioux Lookout
KO Telehealth Site #054 – System #1
Menoyawin Health Centre Library – 7th Avenue site
KO Telehealth Site # 054 – System #2
Menoyawin Health Centre – 5th Avenue Site
KO Telehealth Site # 053
P.O. Box 909, Sioux Lookout, ON  P8T 1B4
Phone Number:  807-737-3030, Ext. 2026
Fax Number:      807-737-2247
Contact Person:  Carol Wood, Menoyawin Telehealth Coordinator
      Email:  cwood@slmhc.on.ca

Mishkeegogamang Telemedicine Work Station -KO Telehealth Site #407
Mishkeegogamang Nursing Station, General Delivery, New Osnaburg, ON P0V 2H0
Phone Number:   807-735-1381, Ext. 51375 (Telehealth Room)
Fax Number:     807-928-2676
Nursing Station: 807-928-2298
Contact Person: Darlene Panacheese, Community Telehealth Coordinator
      Email: darlenepanacheese@knet.ca

North Caribou Lake Telemedicine Work Station - KO Telehealth Site # 412
North Caribou Lake Nursing Station, General Delivery, North Caribou Lake, ON P0V 2Y0
Phone Number:   807-735-1381, Ext. 51367 (Telehealth Room)
Fax Number:     807-469-1323
Nursing Station: 807-469-5211
Contact Person: Martina Kanakakeesic, Community Telehealth Coordinator
      Email: martinakanakakeesic@knet.ca
Sandra Chikane, Back Up Community Telehealth Coordinator
Work Phone Number: 469-5211
Home Phone Number: 469-5506

North Spirit Lake Telemedicine Work Station - KO Telehealth Site # 038
North Spirit Lake Nursing Station, General Delivery, North Spirit Lake, ON P0V 2G0
Phone Number:   807-735-1381, Ext. 51368 (Telehealth Room)
Fax Number:     807-776-0126
Nursing Station: 807-776-0019
Contact Person: Julie Meekis, Community Telehealth Coordinator
      Email: juliemeekis@knet.ca
Philomena Meekis, Back up Community Telehealth Coordinator
      Email: philmeekis@knet.ca
Home Phone Number: 776-0233

Poplar Hill Telemedicine Work Station - KO Telehealth Site # 039
Poplar Hill Nursing Station, General Delivery, Poplar Hill, ON P0V 3E0
Phone Number:   807-735-1381, Ext. 51369 (Telehealth Room)
Fax Number:     807-772-8869
Nursing Station: 807-772-8835
Contact Person: Tony Suggashie, Community Telehealth Coordinator
      Email: tonyesuggashie@knet.ca
Sandy Lake Telemedicine Work Station - KO Telehealth Site # 084  
Sandy Lake Nursing Station, P.O. Box 20, Sandy Lake, ON P0V 1V0  
Phone Number: 807-735-1381, Ext. 51370 (Telehealth Office),  
Ext. 51379 (Telehealth Room)  
Fax Number: 807-774-1362  
Nursing Station: 807-774-3461  
Contact Person: Joshane Fiddler, Community Telehealth Coordinator  
Email: joshanefiddler@knet.ca  
Edith Kakepetum, Back up Community Telehealth Coordinator  
Email: edithkakek@msn.com  
Work Phone Number: 807-774-1517

Shibogama Office, Sioux Lookout -KO Telehealth Site # 083  
81 King Street, P.O. Box 449, Sioux Lookout, ON P8T 1A5  
Phone Number: 807-737-2662, Ext. 259  
Fax Number: 807-737-4099  
Contact Person: Raymond Katt, Payahtakenemowin (Mental Health) Coordinator  
Email: raymondk@shibogama.on.ca

Wapakeka Telemedicine Work Station - KO Telehealth Site # 082  
Wapakeka Nursing Station, P.O. Box 1, Wapakeka, ON P0V 1B0  
Phone Number: 807-735-1381, Ext. 51371 (Telehealth Room)  
Fax Number: 807-537-2599  
Nursing Station: 807-537-2320  
Contact Person: Samson Barkman, Community Telehealth Coordinator  
Email: samsonbarkman@knet.ca  
Chris Anderson, Back up Community Telehealth Coordinator  
Home Phone Number: 807-537-2156  
Work Phone Number: 807-537-2320, Wapakeka Health Authority

Webequie Telemedicine Work Station – KO Telehealth Site # 413  
Webequie Nursing Station, Box 90, Webequie, ON P0V 3A0  
Phone Number: 807-735-1381, Ext. 51373  
Fax Number: 807-353-1551  
Nursing Station: 807-353-7241  
Contact Person: Barney Beaver, Community Telehealth Coordinator  
Email: barneybeaver@knet.ca

Wunnumin Lake Telemedicine Work Station - KO Telehealth Site # 080  
Wunnumin Lake Nursing Station, General Delivery, Wunnumin Lake, ON P0V 2Z0  
Phone Number: 807-735-1381, Ext. 51372 (Telehealth Office)  
Weechewaywin Office: 807-442-2519 / 1139 / 2564  
Fax Number: 807-442-1022  
Telehealth Room: 807-735-1381, Ext. 51378  
Fax Number: 807-442-2532  
Nursing Station: 807-442-2573 / 2604 / 2597  
Contact Person: Pauline Winnepetonga, Resource Coordinator  
Email: paulinewinn@knet.ca  
Rachel Mamakwa, Back up Community Telehealth Coordinator  
Email: ramamakwa@knet.ca

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Please note that many of the Community Telehealth Coordinators are part-time, and so may not be in the telehealth office to receive your call. There is always somebody in the Balmertown Telehealth Office, and we suggest that you direct your calls regarding scheduling consults or obtaining information to this office first.

Revised: February 23/05 gs
Appendix 6.2
Definitions
**Definitions – KO Telehealth Policy and Procedures**

**KO Telehealth:** KO Telehealth is part of a videoconferencing network that allows it to use telemedicine workstations which have peripheral equipment such as patient cameras, stethoscopes, and otoscopes. With this equipment, which is located in the nursing stations of the participating First Nations communities in remote Northwestern Ontario, community members can, for example, be seen by health professionals in other parts of the province and participate in health education by videoconference. The goal of KO Telehealth is to improve First Nations access to health professionals and health programming.

KO Telehealth is part of the community health system. Its main objectives are to improve community well-being, enhance the level and quality of community services and to reduce isolation for First Nations health workers.

**Community Health Committee or Council:** First-nation community-based committee that is responsible for identifying and providing solutions for the health concerns of their community members.

**Community Health Representative (CHR):** This is a community member who is hired to help attend to their community’s health needs. They are not trained health care professionals. If they live in a community without a fully staffed nursing station they are expected to look after, with back up from remote health professionals, routine and emergency health needs in their First Nations community.

**Mental Health Worker:** A member of a First Nations community hired by the community to attend to the community’s mental health issues. The Mental Health Worker in the Sioux Lookout region doesn’t typically have professional mental health training, and usually works out of the nursing station, alongside other members of the community’s health team.

**NIHB:** Noninsured Health Benefits Department of Health Canada. The Non-Insured Health Benefits Program (NIHB) provides medically necessary health-related goods and services, not covered by other federal, provincial, territorial or third-party health insurance plans, to about 706,000 eligible registered Indians and recognized Inuit and Innu. These benefits complement provincial/territorial insured health care programs and include drugs, medical transportation, dental care, vision care, medical supplies and equipment, crisis intervention mental health counselling. Their website is located at: [http://www.hc-sc.gc.ca/fnihb/nihb.htm](http://www.hc-sc.gc.ca/fnihb/nihb.htm).

**NNADAP Worker:** National Native Alcohol and Drug Abuse Program operates programs in First Nations Communities aimed at arresting and off-setting high levels of alcohol, drug, and solvent abuse. The goal of NNADAP is to support First Nations and Inuit people and their communities in establishing and among their target populations living on-reserve. Most of the NNADAP activities are included in the following four areas of emphasis: prevention, treatment, training, research and development. There is generally one NNADAP worker in each First Nations community. For more information, the NNADAP website is located at: [http://www.hc-sc.gc.ca/fnihb/cp/nnadap/terms_of_reference.htm](http://www.hc-sc.gc.ca/fnihb/cp/nnadap/terms_of_reference.htm).

**Nodin Counselling Service:** Nodin Mental Health Services, based out of Sioux Lookout, provides counseling and training to First Nations people. For more information, their website is found at: [www.knet.ca/agencies/nodin.html](http://www.knet.ca/agencies/nodin.html).
NORTH Network: The Northern Ontario Remote Telecommunication Health Network, KO Telehealth’s partner in delivering telehealth to the Sioux Lookout region, is a telemedicine program which has been providing patient consultations, continuing health education and patient education to northern and rural communities in Ontario via two-way television, electronic medical devices, and other advanced technologies since March 1998.¹ Their website is located at: www.northnetwork.com/webportal/NorthNetworkPortal

Personal health information: All information, recorded or exchanged verbally about a specific individual relating to the person’s health or health care history, or other personal information including financial position, domestic situation, or other matters relating to the individual.

Sioux Lookout Health Zone: This term, used by Health Canada’s NIHB, refers to the area of 28 First Nation Communities historically serviced by NIHB out of Sioux Lookout. The area these communities are located in stretches north of Sioux Lookout to Hudson Bay and west to the Manitoba border.

Telehealth Sites: In a telehealth clinical consultation, there are two locations, the far site, where the consultant is located, and the near site, where the patient is located. For an education session, there may be 3 locations. These include the presenting site, where the presenter is located, and the registration site that is accepting registration for the education session. The registration site may also be the presenting site. The third site is the participant site, which is the KO Telehealth site participating in the telehealth education session.

Common Abbreviations:

CTC: Community Telehealth Coordinator
RTC: KO Telehealth Regional Telehealth Coordinator
TIE: Telehealth Informatics Educator

¹ Page 3, NORTH Network “ABC Manual”.

Appendix 6.3
Oath Of Confidentiality
Oath of Confidentiality

1. All client health records are to be treated as confidential material.

2. All information regarding people using Telehealth services is confidential.

3. I will respect the confidentiality of people with whom I am working.

4. I agree not to discuss or release information involving my work – or the work performed by allied health workers – in the Nursing Station.

5. Unauthorized disclosures of any confidential material will result in a recommendation for immediate discharge.

6. I have read and understood this statement. I agree to respect this policy as a condition of employment as Community Telehealth Coordinator.

______________________________________ _________ ______
Signature of Telehealth Coordinator     Date

______________________________________ ______ _________
Signature of Regional Telehealth Coordinator                                    Date

Community

Serving First Nations Communities in the Sioux Lookout Zone

Appendix 6.4
Foreign Resident Policy – NORTH Network, ABC Manual, Chapter 5 pp 19 – 20, and Appendix P.

Foreign Resident Treatment

As the practice of telehealth is such that a patient who is being seen may be a resident of a country outside Canada, the Canadian Medical Protective Association (CMPA) has advised its members that they will likely not be covered should a legal suit be filed outside of
Canada. This may have implications for our NORTH Network member studios because some communities in the north have a significant number of visitors from outside of Canada on a seasonal basis. During the course of their visit, they may have the need for medical assistance and should this be the case and they present for a telehealth consultation, the NORTH Network is interested in making sure that the physicians and staff at NORTH Network sites are aware of, and comply with, the CMPA principles.

To this end, a policy ‘Foreign Resident Treatment by NORTH Network Consultants’ has been developed. The policy involves the potential use of a Governing Law and Jurisdiction Agreement (Appendix P).

If the Referral Management Scheduling Services or the NORTH Network referring site is made aware that a patient is a non-resident of Canada (and this may be made apparent because of the patient’s address or lack of a health card number) the consultant needs to be made aware of this situation. If the consultant agrees to proceed with the consultation, the patient must sign a form to indicate that in the event of any medical misadventure, a legal suit will be filed in Ontario (or in the case of patients in Manitoba, then in Manitoba) and will not be filed anywhere else.

Each NORTH Network member hospital providing consultation services will need to decide whether they’d prefer to use their own form for this purpose or whether the NORTH Network approved form will be used. The Medical Director has been asked to do this investigation and determine which form will be used at your studio.

If consultation services are provided at your site, the Medical Director at your site is to ensure that you know which form will be used at your organization. If you are a consulting site and the Medical Director has not let you know which form to use within a reasonable time frame, then you should follow up with the Medical Director to make sure that this is being considered at your organization. When the decision has been made about which form to use, please make sure that you have a copy available to fax to a referring site, if a patient presents who is not a resident of Canada.

If you are at a referring site, you need to make sure that you are aware of your role in the process as delineated in the NORTH Network policy. Your hospital may also have relevant policies that you must consider.

GOVERNING LAW AND JURISDICTION AGREEMENT
(For Non-residents of Canada)

GOVERNING LAW
I hereby agree that the relationship and the resolution of any and all disputes arising there from between myself and Doctor ______________________ (as well as his or her agents, delegates or employees), including any issues related to this Agreement, shall be governed by and construed in accordance with the laws of the Province(s) of ______________________________ and the Laws of Canada applicable therein.

Ontario or Manitoba and Ontario

JURISDICTION

I hereby acknowledge that the treatment will be performed in the Province(s) of ______________________________ and that the Courts of the Province(s) of Ontario or Manitoba and Ontario shall have exclusive and preferential jurisdiction to entertain any complaint, demand, claim, proceeding or cause of action, whatsoever arising out of the treatment. I hereby agree that if I commence any such legal proceedings, I will do so only in the Province(s) of ______________________________, and hereby irrevocably submit to the exclusive and preferential Jurisdiction of the Courts of the Province of ______________________________.

Ontario or Manitoba and Ontario

PATIENT’S (Parent or Guardian) SIGNATURE   WITNESS SIGNATURE

____________________________                __________________________

PRINTED NAME                      PRINTED NAME

____________________________                __________________________

DATE _______________________________   DATE ________________________

Note: for physicians who are physically located in Manitoba and providing a telehealth consultation to a non-resident patient in a studio in Ontario, both the provinces of Manitoba and Ontario should be included in the jurisdiction agreement.
Appendix 6.5

Telehealth Forms
Appendix 6.51 Telehealth

Information and Consent

Form - English
TELEHEALTH INFORMATION AND CONSENT FORM

What is a Telehealth Clinic?

Telehealth clinics use cameras, telephones and monitors to connect you to doctors and other health professionals at distant locations. When you have an appointment at our telehealth clinic, you will have the opportunity of seeing, hearing and talking to a health care specialist via two-way monitor.

Telehealth consultations are growing more and more popular throughout the world and are particularly useful in rural and remote communities, or wherever patients need to travel to receive medical care. The main benefits for patients include increased access to medical specialists and reduced need to travel to receive care.

What is KO Telehealth?

KO Telehealth is a program under KO Health Services working in partnership with the NORTH Network to bring telehealth to the Keewaytinook Okimakanak region of Northwestern Ontario. KO Telehealth's goal is to improve healthcare access in the remote KO communities. Currently there are five communities that are part of KO Telehealth - Deer Lake, Fort Severn, Poplar Hill, Keewaywin, and North Spirit Lake.

What is the NORTH Network?

The NORTH Network is a telehealth program developed to provide increased access to medical care for residents of Northern and Central Ontario. Currently over 50 communities in Northern, Central and Southern Ontario are linked to provide easier access to medical specialists.

A wide variety of medical specialties are offered through the Network, and as the program continues to grow, more specialties will become available.

What Happens at your Telehealth Appointment?

- Once you have checked in at the clinic, you may be asked to change into a gown, depending upon the type of examination you require. You will also be asked to sign a brief consent form attached.
- A worker who has been trained in telehealth will then bring you into the examination room. You are welcome to bring one family member if desired.
• Depending on the type of consultation, there will usually be one staff member with you during the examination, usually your local community telehealth coordinator, sometimes a nurse.

• The health care specialist you will be ‘seeing’ will be part of the NORTH Network team. As the Network expands, specialists from other health care centres in the province will also become available.

• The appointment can run anywhere from 10 minutes to an hour, depending on the type of examination and whether or not you have seen the specialist previously.

• Your telehealth examination will be entirely private and confidential. The examination can only be seen and heard by those involved in the consultation.

• You may be asked to fill out a brief questionnaire after the consultation is over.

---

**TELEHEALTH CONSENT FORM**

1. I have read the attached information sheets and have had ample opportunity to have any questions answered to my satisfaction.

2. I understand that the doctors may ask for a physical examination. I also understand that I can have the examination or the videoconferencing stopped at any time.

3. I consent to the release of any relevant medical information from records at the hospital, physician’s office, or other treatment facilities that may be needed by the health professionals for the telehealth consultation.

4. I agree to participate in the telehealth clinic by videoconference for consultation purposes with a physician/professional outside of the facility.

5. I consent to the release of the physician’s/professional’s record of this event for inclusion on my clinical health record.

Date: _________________________________________________________________

Signed: ____________________________________________________________________

(Patient’s Signature or Patient’s Parent/Guardian)

Witness: ___________________________________________________________________

Revised: May 23, 2002
Appendix 6.52  Consent to

Telehealth – Ojibway

Kwekoonen i’we mazinaatesichikanaapikok oshki-mashkikiwin-nanakahchichikewin kaa’ichikaateg?

Chikatesichikanan kaye maachiikitoowinan kaye mazinaatesichikanaapikoon tayaapaatanoon wenchiwaabamintwaaw mashkikiwii’ahahk kaye okho mashkikiwi-anokiinaakanak waasa kaa’ayaawach api e’wii-waabamikoyin imaa Oshki-mashkikiwi-nanakaachichikewin imaa piko kikaa-noontawak kaye kikakanoonikook iki kitchi mashkikiwi’yahak imaa mazinaatesichikanahpiikoog.

Oshki-mashkikiwi-yahtawimiwewin i’shichikewin ahshaa ani-maachaamakan miziwekamik kaye mashkikiwi-yahak ashaa ani-mishiinowak omaa kakakwe-wijijii’iwewach omaa kiiwetinook piko andi chi’i-ochi-nanakaachii’ich a’we keyaakoziich. Ta-ochi wenchise wiiba chi-waabamiikoch kitchi mashkikiwinininiwan a’we keyaakoziich. Ekaa katch kiiyaam waasa chi’i’shaach chitepinang chiwiijii’igooch igiweniwan mashkikiwinininiwan.

Kwekoonen i’we kiiwetinook Okimakanak oshki-mashkikiwiyatawimiwewin?


Kwekoonen i’we (North Networks) Kiiwetinook Oshki-nanakachichikewin?

Kiiwetinook Oshki-mashkikiwinanakachichikewin ani maajii-apahtan omaa Ontario. Mekwaa wiin iko awaashime naanomitanaa tashikewinan omaa kiiwetinook kaye shaawanoonk apahtan i’we e’ochi waabamiich mashkikiwinini.

Papahkaaniziwag i’gi mashkikiwininiwag i’we kaa’inanokiwwach omaa ochi-kiiwetinook-nanakahchichikewin ahwashime tanimaachaamagan o’we ishichikewin ani pahtiinowaach i’gi mashkikiwiyahak.
Aniin ke’ishisek apii wiwaabamikooyan?


- Peshik kaa- mashkikiwi-anokiich kika-wiichiiwik mekwaa nanakachi’ikooyan nataa kaye mashkikwe.

- A’we kawaabamik mashkikiwinini mimaa wenchich dibendakoozit kiiwetinook Mazinaatesichikanapikoong kayahpahtak (North Networks) nanakachichikewining. Ani-maachaa makak i’we ishichikewin tani miishinowag mashkikiwiyahak.


- Kika-kakwechimiko chimoshkinebii’amon kakwetwewin pepahn ishkwa-waabamikooyan.

---

**Oshki-mashkikiwi mazinaa’otiziwin**

1 Ninisitotaan i’we mazinaa’iakaadek ekwaay kaye nikii-wawiidamaako ekaa maayaam Kashi-nisitotamaan.

2 Ninisitotaan kwaayak i’ko chinanakachii’ishiwaach mashkikiwininiwag ninisitotaan kaye piko wiikipitinamaan ninanakachi’ikowin kiyaam chitotamaan.

3 Nipahkitinamawak mashkikiwiyahak nimashkikiwi-pebaniman imaa kaa-ayaakin mashkikiwikamikoonk nataa kaye kashi-waabamich mashkikiwinini kaye nataa kotak aakoziwigamik chii-ochi kikendamwach kawii-ochi waabamikooyaan.

4 Nipahkitinitiz o’we chi-yahpahtak oshki-mashkikiwi-nanakachichikewin apii mashkikiwinini kemaa kaye mashkikiwi-anokiich wii-waabamishich weti pahkaan.

5 Mi’owe kaa-ochi pahkitinamawgwaay mashkikiwininiwag kaye mashkikiwiyahak nimazinaa’iganipebanoman.

E’naakizoch ____________________________________________

Oshibii’on kiwiizowin ____________________________________

Odaakozii nataa kaye Odedemimaa nataa kaye Omamamimaa Ta-mazinaa’otizo
Appendix 6.53 Telehealth Consent – Oji-Cree
Oshki-mashkikiwi-nanakaachichikewin wiitamakewin kaye chimazinaa’otisoyan

Kwekoonen i’we oshki-mashkikiwiwin-nanakaachichikewin kaa’ichikaateg?

Chikatesichikanan kaye maachiikitoowinan kaye pahwatesichikanaapikoon tayaapaatanoon wenchiwaabamintwaaw mashkikiwii’ahakh kaye ohko mashkikiwi-anokiinaakanak waasa kaak’ayaawach api e’wii-waabamikoyin imaa Oshki-mashkikiwi-nanakaachichikewin imaa piko kikaa-noontawak kaye kikakanoonnikook iki kitchi mashkikiwii’ahakh imaa pahwatesichikanaanhpiikoog.

Oshki-mashkikiwiyahtawimiwewin i’shichikewin ahshaa ani-maachaamakan miziwekamik kaye mashkikiwi-yahakh ashaa ani-mishinowak omaa kakakwe-wijiji’iwewach omaa kiiwetinoon piko andi chi-ochi-nanakaachii’ich a’we kayaakoziich. Ta-ochi wenchise wiiba chi-waabamiikoch kitchi mashkikiwininiwan a’we kayaakoziich. Ekaa katch kiiyaam waasa chi’ishaach chitepinang chiwii’iwaahk nigiiwewach omaa kiiwetinook kiiwetinook.

Kwekoonen i’we kiiwetinoon Okimakanak oshki-mashkikiwiyatawimiwewin?


Kwekoonen i’we (North Network) Kiiwetinoon Oshki-nanakaachichikewin?

Kiiwetinoon Oshki-mashkikiwiyatinanakaachichikewin ani maajii-apahtan omaa Ontario. Mekwaa wiin iko awashime naanomitana tashikewinan omaa kiiwetinoon kaye shaawanoonk apahtan i’we e’ochi waabamiich mashkikiwinini.

Papahkaaniziwaag i’gi mashkikiwininiwag i’we kaa’inanokiiwach omaa ochi-kiiwetinoon-nanakaachichikewin ahwashime tanimaachaamagan o’we ishichikewin ani mishinoowach i’gi mashkikiwiyahak.
Aniin ke’ishisek api wiwaabamikooyan?

• Apii wiwaabamikooyaan mashkikiwikamkoonk niga-kakwechimikoo chipiskaman nipahwayaanens ekwaa kaye pepaan niga-miinikoo chi-mazina’ otizoyaan.
• Wa’we kamashkikiwi-anokiich kikapiinik imaa kawiishiwabamikooyan. Kiiyaam peshik kitinaawemakan kika-piinaa.

• Peshik kaa- mashkikiwi-anokiich kika-wiichiiwik mekwaan nanakachii’ikooyan nataa kaye mashkikwe.

• A’we kawaabamik mashkikiwinini mimaa wenchii dibendakozit kiiwetinook pahwaatesichikanapikoong kayahpahtak (North Networks) nanakachichikewining. Ani-maachaa makak i’we ishichikewin tani miishinowag mashkiiwiwiyahak.

• Mitasi-dibaa’iganens nataa kaye peshiko waakaase kika-biimiwabamikoo. Kekoonen itaa kawii-ochi waabamikooyan, nataa pahyeshiko e’piishaayan kiniweshi ta’izise.

• Mekwaan nanakachi’ikoyan kaawin i’ko pahkaan awiiyaa imaa da-ayaasiin. Kiin kawaabamaach mashkikiwinini eta kika-waabamaa kaye kika-noontawaag i’ki mashkikiwiwiyahak kakanoonikwaa.

• Kika-kakwechimiko chimoshkinebii’amon kakwetwewin pepahn ishkwaaw-waabamikooyan.

---

**Oshki-mashkikiwi mazinaa’otiziwin**

1. Ninisitotaan i’we mazinaa’ikaadek ekwaa dash kaye nikii-wawiidamaako ekaa maayaam Kashi-nisitotamaan.

2. Ninisitotaan kwaayak i’ko chinanakachii’ishiwaach mashkikiwininiwag ninisitotaan kaye piko wiikipitinamaan ninanakachi’ikowin kiyaam chitotamaan.


5. Mi’owe kaa-ochi pahkitinamawagwaa mashkikiwininiwag kaye mashkikiwiwiyahak nimazinaa’iganipebanoman.

E’naakizoch __________________________________________

Oshibii’on kiwiizowin __________________________________

Odaakozii nataa kaye oniikii’ikoom

kaa-kanaawaach ta-mazinaa’ontizo __________________________________
Appendix 6.54
Telehealth Consent – Cree

*Insert Scanned Document here*
Appendix 6.55
KO Telehealth Referral Form

Insert Scanned Referral Form
Appendix 6.56
KO Telehealth Activity Log
<table>
<thead>
<tr>
<th>Type of Connection:</th>
</tr>
</thead>
<tbody>
<tr>
<td>KNet</td>
</tr>
<tr>
<td>KOTH/NORTH Network</td>
</tr>
<tr>
<td>Webstreaming</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Session:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical</td>
</tr>
<tr>
<td>Family Visit</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>CTC Training</td>
</tr>
<tr>
<td>Demo</td>
</tr>
<tr>
<td>Admin Meeting</td>
</tr>
<tr>
<td>Test Call</td>
</tr>
<tr>
<td>Cancellation</td>
</tr>
<tr>
<td>Other _________</td>
</tr>
</tbody>
</table>

Date: ____________________________

Time Session Began: _____________________

Time Session Ended: _____________________

FOR CLINICAL SESSIONS AND FAMILY VISITS:

**Patient Site**
- Site Location: ____________________________
- Patient Name: ____________________________
  DOB: ____________________________
- Band Number: ____________________________
  Health Card Number: ____________________________
- Patient’s Community of Residence:
- Name of Telehealth Coordinator at Patient Site:

**Consult Site**
- Name of Consultant: ____________________________
- Specialty (i.e. Diabetes Education, Cardiologist, etc.)
- Location of Consultant Site: ____________________________

FOR EDUCATION SESSIONS, DEMOS, MEETINGS, TRAINING

- Topic: __________________________________________
- Presenter’s Name and Site: ____________________________
- Participant Site: ____________________________
- List Attendees at Participant Site below:
  - __________________________________________
  - __________________________________________
  - __________________________________________

Any Problems Experienced? __________________________________________

- Helpdesk notified of any technical problems
- Cancellation Reported to CSO

Reason(s) for Cancellation: __________________________________________

Rebook Appointment?  □ Yes  □ No

Immediately after the session FAX log to KO Telehealth Office 807-735-1089
Appendix 6.57
Consent for Photographs, Videotaping, Sound Recordings, and Still Images
CONSENT FOR PHOTOGRAPHS, VIDEOTAPING, SOUND RECORDINGS, AND STILL IMAGES FROM DIGITAL CAMERAS

I, _______________________________________________________,

Please Print Name

the undersigned hereby agree to permit Keewaytinook Okimakanak and any persons authorized by it to take and produce photographs, videotapes, sound recordings, still images from digital cameras and any other audio and/or visual reproductions of myself – or a member of my family.

I further agree that Keewaytinook Okimakanak may use, publish, copyright and otherwise deal with any of the reproductions for (1) educational purposes; (2) advertising purposes; and (3) other uses that Keewaytinook Okimakanak determines as appropriate.

I give the following instructions:
1. Given name and surname may be used;
2. Given name only may be used; and
3. Name may not be used and reasonable steps will be taken to ensure anonymity.

_________________________________
DATE

_________________________________
WITNESS

_________________________________
SIGNATURE

_________________________________
RELATIONSHIP TO SUBJECT *

* If the consent is not signed by the subject, the relationship of the subject to the person signing must be stated.

Revised:  August 22, 2003
Appendix 6.58
Form 14

Insert scanned Form 14 here