GREY BRUCE
Health
S E R V I C E S

MANUAL:	**NUMBER:**
CATEGORY:	**PAGE:**
SUB CATEGORY:	**ISSUE DATE:** (2013-JUN-24)
TITLE: **BSO OTN Clinical Protocol**	**REVIEWED:** (yyyy-mmm-dd)
ISSUED BY: BSO Coordinator	
OWNER:	**REVISED:** (yyyy-mmm-dd)

1.0 Overview - To enhance access to and frequency to care, reducing travel time for care providers and creating a collaborative person-centered approach to better support the growing population of persons with responsive behaviours

Inclusion Criteria: Older adults with responsive behaviours or at risk, due to dementia, mental health and addiction issues and other neurological disorders and their caregivers living in long term care homes or in community settings in Grey Bruce. Facilities must have their own OTN equipment and staff trained in the use of OTN and a telemedicine coordinator.

Exclusion Criteria: If client is outside of Grey-Bruce geographic area, <65 unless they have a dementia diagnosis. They do not meet requirements of the program for admission.

2.0 Referral and Scheduling Procedure

 Referral form must be faxed for BSO Geriatric Behaviour Response team involvement.

Psychogeriatric
Referral Form Origina

After Intake if client deemed appropriate, a face to face initial assessment will be completed. OTN will be utilized for consultant appointments, case conferencing, care planning, case based education, follow-up appointments with clients/staff/family, and family meetings.

Scheduling:
Appointment will be mutually agreed upon with BSO Mobile team and LTCH BSO/Delegate or community partner.

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Camera Booking: Telemedicine Coordinators -BSO team will schedule the type of appointment required in the OTN scheduler (NCompass).

The following information is required:

- Date and time of event
- Type of appointment/event (reason you want camera booked)
- Which camera will be utilized MH 0365-05 crisis, BSO 0365-09 or 8-4 0365-08 or other
- Camera you are calling (camera # and location) This will be the facility camera # - also located on the Global address book
- Their contact person and contact information
- Need to know whether the client will be present or SDM/Family present or not

These steps can be provided after appointment to be entered by the BSO telemedicine coordinators.

Printed copy of clinic registration will be given to clinicians (if pre-booked)

Clinical Direct: Client or SDM is present and HC provider

Clinical Indirect: Client is not present (case conferencing, multidisciplinary, treatment plan, healthcare providers)

Educational events: training, learning, case-based learning (not specific to a certain client)

Referral Site:

- Provide contact person and contact info
- Provide camera number
- Ensure camera/system is on 20 min prior to scheduled appointment

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Preparation for Telemedicine Session

Consulting site: Grey Bruce Health Services

1. Obtains the videoconference equipment and prepares the system according to set-up guidelines.
2. Positions furniture so that the clinician will be in a seated position in front of the telemedicine system.
3. Clinician dials the referring site using the global address book. If multi –point (more than 3 systems) have to be pre-scheduled, they can't be GAB dialed.
4. Presets the camera to frame the clinician sitting at the table. The view of the clinician should be from the head to the mid chest.
5. Maintains a log of the consults done, so support staff at GBHS can schedule the consults into Ncompass (scheduling software) on the next business day. This can also be prescheduled by Telemedicine Coordinators.

Referring Site: LTCH's/ER's/Community Services

1. Confirms appointment that was provided by BSO staff.
2. Obtains the videoconference equipment form storage and prepares the system according to set-up guidelines.
3. Positions furniture so that the client/patient will be in a seated position in front of the telemedicine system. If it is a case conference, this will be set up so that all participants are in clear view of the consulting site.
4. Presets the camera to frame the client/patient in the chair. The view of the patient and family should be from the head to mid-chest.
5. Has completed the checklist for Consent for Telemedicine (see Forms– Mental Health)
6. Accepts the call when the consultant site dials.

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Documentation

- BSO clinician will document on the client/patient's file if related to a clinical event.
- The BSO clinician will fax a copy of the interaction to the referring site for inclusion in their clinical record.

Scheduling of TELEMEDICINE Event

- All events **MUST** be scheduled; this can occur either prior or after the event.
- Scheduling will be by the administrative support staff of mental health services. (Telemedicine Coordinators)

CLIENT/PATIENT Registration - To be done by GBHS Central Scheduling and Registration – Refer to POLICY on Telemedicine

- BSO staff will complete a log sheet called "BSO OTN Visit for Registration" located on the k-drive under BSO, Forms/BSO OTN visits
- They will fill in all required data and provide this to the registration clerk. Registration will then provide a registration number that charting can be attached to.

Equipment:

Grey Bruce Health Services

- The video system will be located and securely stored in the Mental Health outpatient office, located on Unit 4-2.

Technical Support:

Phone Number 1-866-454-6861

Availability 24/7

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Specialist Site:

4.0 Telemedicine Session

Starting Telemedicine Sessions

- The Referring site Telemedicine Coordinator/staff verifies the identity of the patient.
- The Referring site Telemedicine Coordinator/staff obtains informed consent for the session (refer to OTN Guideline).
- The Referring site Telemedicine Coordinator explains how the system works to the patient and reviews how their personal health information will be protected and kept private.
- The Specialist introduces himself or herself to the patient before the exam begins.
- The patient encounter continues with examination and assessment components as required.

Ending Telemedicine Sessions

- The Specialist makes recommendations for follow-up, replicating as closely as possibly how this is managed in an in-person visit.
- The telemedicine session is documented and stored (refer to OTN Guideline)
- The Referring Physician/Clinician organizes any tests and shares copies of results with the Specialist as required. (If a physician is present during the OTN interaction)
- The patient is informed if a follow-up visit is required, and whether the next visit will be by telemedicine or in-person.

Follow-up

- Discuss how notes will get back to referring site. (FHT's, LTCH's, Community, CCAC, Hospitals)
- BSO staff will send a copy of the notes to be included in the clients file at LTCH.