



CAMHS

Community Addiction and Mental Health
Services of Haldimand & Norfolk

Telemedicine Services (TMS) Clinical Protocol

Organization:
Community Addiction and Mental Health
Services of Haldimand & Norfolk

Service/Program/Clinic:
CAMHS/
Telemedicine Service

**Consultant: Health Service Provider/
Telepsychiatry/Telegeriatrics**

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protocol to be reviewed quarterly**

Overview

The Community Addiction and Mental Health Service (CAMHS) Telemedicine Service (TMS) of Brant Haldimand Norfolk strives to provide access to health care for seniors and persons with mental health and addiction concerns living in the Brant, Haldimand & Norfolk counties. We are a team of Registered Nurses. Our focus is to provide access through the Ontario Telemedicine Network to Psychiatrists and Geriatricians. We will provide this service to persons aged 16 and older. We will accept referrals from family physicians. Interagency/ community agency referral is also accepted provided the referral is signed by a physician. Through linkages to our service we further strive to decrease emergency department visits for non emergent issues.

Inclusion Criteria

- The patient must be 16 years or older including seniors
- Residing in the counties of Brant, Haldimand or Norfolk
- Referred by a physician
- Benefit from a non emergent consultation
- Accompanied to the appointment by someone who can provide a collateral history if the patient is unable

- Must have a prior nursing assessment including determination of suitability for participation in a telemedicine videoconference consultation

Exclusion Criteria

- Patient is younger than 16 years of age
- Patient requires emergency, in hospital care
- Patient is unwilling to be connected to a primary care provider
- Requires a Competency Assessment
- Patient is determined to be inappropriate for a telemedicine videoconference appointment by TMS (requires/more appropriate for a face to face consultation)

Referral and Scheduling Procedure

- Referring physicians can fax CAMHS Telemedicine Services referral form to CAMHS office in Townsend
- The TMS will review referrals and conduct a comprehensive assessment including determination if person is appropriate for referral to telemedicine
- If the person is deemed inappropriate for a telemedicine appointment by TMS the nurse will communicate back to the referring physician and assist to redirect the referral to other appropriate community resources or an in- person psychiatrist consultant
- TMS will coordinate with consultant date, time, location for appointment to take place
- TMS will coordinate with patient date, time, location for appointment to take place
- TMS will provide the consultant with case review prior to the telemedicine appointment this will be completed by confidential fax or courier service to the consultants office and also by phone with consultant to ensure specialist reviewed TMS assessment and consultant accepts referral
- TMS sessions will be scheduled according to availability of consultant,
- TMS will triage referrals and have patients seen accordingly

- TMS will determine if laboratory tests are required prior to appointment and will coordinate with Family Physician/Nurse Practitioner to have tests conducted (this will be reviewed with specialist which tests they would require to complete prior to assessment)
- TMS staff will be present at the appointment to initiate contact, and be readily available in case of any technical difficulties, patient or specialist request
- TMS will review with patient the process of telemedicine, provide education about telemedicine and obtain informed consent by the patient to participate in telemedicine
- A reminder phone call will be placed 1-2 days prior to the appointment to the patient
- If the patient does not attend or needs to reschedule the appointment the TMS will work to fill that session with another patient and will reschedule the missed appointment
- If the patient does not attend the TMS will make every attempt to make contact with the patient and provide follow up support including rescheduling an appointment
- TMS will follow up with the patient after the telemedicine appointment as determined by the TMS

Preparation Requirements

- TMS will assess if patient can participate in telemedicine
- TMS will educate the patient about telemedicine procedure and what to expect at the appointment this includes:
 - TMS will provide a patient brochure about telemedicine
 - TMS will provide contact information for the TMS
 - TMS will provide education about privacy and telemedicine
 - TMS will give reassurance to patient that TMS will be available during the appointment
- If a support person is required to give collateral history the TMS will make contact with this person to confirm participation in appointment

- Patient will receive date and time of appointment when appointment is arranged, and will receive a reminder phone call 1-2 days prior to appointment
- Patient should arrive 15 minutes prior to appointment to review process with TMS and complete any registration forms as required
- On day of appointment TMS will greet patient and direct them to the Telemedicine consultation room review any questions or concerns about telemedicine be present to initiate contact with specialist, communicate to both consultant and patient that they are available during the appointment as needed.

Telemedicine Consultation Room Preparation

½ hour prior to telemedicine session TMS will ensure the consultation room is prepared for telemedicine, turn on equipment, prepare camera focus for the appointment, ensure appropriate environment, lighting, cleanliness of room, etc.

Referring Site:

- The referring site will have the patient and telemedicine equipment prepared for the appointment as outlined above
- The referral site will confirm with the specialist site one week/ or as soon as possible appointment date and times
- TMS member will be present as required during the appointment to listen to recommendations review with patient to ensure clarity and if required communicate recommendations to referring physician
- Confirm prior to appointment that information has been received by the specialist site
- Referral site will connect with specialist by phone to review case
- The referring site will provide for the specialist a patient list/ appointment confirmation one day prior to the Telemedicine appointment

Specialist Site:

- Specialist will review cases presented by the TMS one week or as soon as possible prior to appointment and communicate to the TMS referral is accepted
- Specialist will confirm availability to participate in telemedicine and TMS will coordinate appointment with specialist
- TMS will connect with specialist site telemedicine coordinator to confirm availability of Telemedicine studio for appointment
- TMS will fax a patient list/ including health card information to the specialist office for billing purposes, or as specialist preference
- Specialist to provide detailed consult note and recommendations to the referring physician office

4.0 Telemedicine Session

- Starting Telemedicine Sessions
- The TMS reviews the TMS checklist with the patient including:
- The Referring TMS site verifies the identity of the patient.
- The Referring TMS site Obtains informed consent for the session (refer to OTN Guideline).
- The Referring site Telemedicine service 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.

Examination and Assessment Requirements

- Prior to participation in the Telemedicine appointment patients will be provided a comprehensive assessment by the TMS-Nurse

- If laboratory tests are determined to be required prior to the appointment the TMS nurse will liaise with the family physician or nurse practitioner to obtain required laboratory requisitions/results/ a current prescription/adherence list is required
- If the patient is required to change into an examination gown the TMS will provide the gown to the patient and a private area for the patient to change

Ending Telemedicine Sessions

- The specialist makes recommendations for follow-up, replicating as closely as possible how this is managed in an in-person visit.
- The telemedicine session is documented
- The referring Physician/or Nurse Practitioner organizes any tests and shares copies of results with the Specialist as required.
- 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

The TMS recognizes the relapsing nature of mental health and addiction issues. Seniors and persons with mental health concerns often require ongoing support to promote the best possible outcome. The TMS will evaluate each patient and determine appropriate follow up, implementing the following guidelines:

- Provide a consult-only visit to those persons who do not require follow up
- The TMS will evaluate on an individual case basis the amount of follow up, support required by the patient and will negotiate with the patient accordingly
- The TMS nursing staff will provide short term follow up and case management to promote patient well being, especially to those who do not have a family physician
- The TMS will further attempt to link persons without a family physician to a local health team and will provide ongoing support as required with the goal to decrease emergency department use

- If the consultant requests a follow up visit this will be arranged by the TMS and the patient will be informed as soon as possible of the follow up appointment
- The TMS will provide follow up to the patient between appointments as required
- The TMS will provide the consultant with a patient update prior to the follow up appointment
- The TMS will place a follow up call to the patient one - two days prior to the appointment
- TMS will continue to provide support to persons as required during the appointment time as outlined in this protocol