



## QUINTE HEALTHCARE CORPORATION

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### Telemedicine – Consultation Policy

<b>Title: Telemedicine – Consultation Policy</b>		<b>Policy No:</b>	<b>10.02</b>
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<b>Manual:</b>	<b>Telemedicine</b>	<b>Last Review/Revision Date:</b>	June 2016
<b>Department:</b>	<b>Corporate</b>	<b>Policy Lead:</b>	Telemedicine Coordinator
<b>Approved By:</b>	<b>Nursing Practice Committee</b>		

#### 1. POLICY

The Ontario Telemedicine Network (OTN) is partnered with the Ministry of Health and Long-Term Care (MoHLTC) as a secure service provider. In accordance with the Member Agreement between Quinte Healthcare Corporation (QHC) and OTN, telemedicine will be used to assist with communication and patient care by enabling access to care, closer to home using state-of-the-art technologies over a secure network.

The QHC Telemedicine Coordinator (TMC) or designate will facilitate patient consultations with specialists when referred by physicians and/or practitioners as needed. Refer to the QHC TMC Summary of Duties and Primary Responsibilities for a further explanation of the TMC role. As per the OTN Technical Service Level Agreement (TSLA), OTN will assist with equipment purchases and warranties. In addition to offering many technical services, OTN is responsible for equipment installation. The TMC, along with the Information Services (IS) Department, is responsible for ensuring equipment is physically secure and maintained as well as reporting any lost, stolen or damaged equipment to OTN.

OTN is responsible for ensuring security of personal health information through their encryption policy (21.35.PP. v2). OTN is subject to the privacy requirements of the Personal Health Information Protection Act, 2004, (PHIPA). OTN will ensure there is an internal process in place for receiving and responding to privacy complaints (18.75Fv2). The TMC will adhere to the OTN Guideline – *Privacy in a Telemedicine Environment: OTN Reference Manual for Health Care Professionals* as well as the *College of Nurses of Ontario Practice Guideline – Telepractice*.

Telemedicine consultation follows all applicable QHC policies and procedures. Privacy and

confidentiality of personal health information must be safeguarded and maintained when telemedicine consultation is utilized as a means of providing patient care.

## 2. DEFINITIONS

Telemedicine	The use of communication and information technologies to support the delivery of clinical care, professional education, and health-related administrative service.
NCompass	Ncompass is an OTN online scheduling tool designed for health care professionals or their delegates to arrange telemedicine events.

## 3. PROCEDURE

Program assistance or delegate will book OTN system through NCompass with corresponding meeting room. If needed contact QHC TMC for scheduling issues. Request for external consultation will be taken to the Telemedicine Coordinator for coordination and scheduling.

Nursing and/or Medical staff are responsible for informing and preparing patients prior to consultation. All medical information (lab tests, x-rays, ECGs, etc.) will be shared with Consultant Site if necessary by the designated staff. This can be done through Meditech, a common server or other established forms of communication, i.e. Fax.

Email will not be used for communicating patient health information prior to or during an OTN appointment.

### 3.1 Preparation for Consultation

- All patients must be registered in Meditech for telemedicine consultation with the Telemedicine Intervention added to the patient's account.
- QHC staff will obtain expressed, informed consent for the consultation and document this in Meditech under the Telemedicine Intervention. Guideline for consent will follow the *QHC Consent to Participate in a Telemedicine Consultation Checklist* (Appendix A).  
*Note: This process does not apply to consent for treatment. Consent for treatment takes place between the person offering the service, the health care provider, and the patient receiving the care and/or substitute decision maker.*
- Staff will explain how consultation will work and what to expect during telemedicine videoconference. These sessions will be conducted according to QHC privacy policies and patient will be informed how personal health information is protected and kept private. For more information, you may provide your patient with *Your Telemedicine Appointment Pamphlet* (Appendix C)
- Telemedicine consultations will be conducted according to the appropriate Telemedicine Clinical Protocol. These are stored on the QHC Intranet.

### **3.2 Telemedicine Equipment**

- Room Based Systems – located in various meeting rooms. These systems must be plugged into power source and a designated OTN jack.
- Personal Computer Video Conferencing (PCVC) – Staff must initially contact the Telemedicine Coordinator to obtain registration information to login. This allows consultations to be done from your computer.
- Signage – *Telemedicine Session in Progress – Do not Disturb* sign posted to outer door that ensures it is visible to others.
- All equipment used in telemedicine consultation follows QHC protocols for cleaning and disinfection of the equipment. Cleaning information for the medical peripheral devices can be found in the QHC Infection Control manual.

### **3.3 Telemedicine Consultation**

- QHC staff will facilitate the technical connection with consultant. If help is needed contact either QHC Help Desk or OTN Customer Support. *See Appendix B.*
- At the start of the call, QHC staff will introduce themselves and verify the identity of the patient, using two patient identifiers, as well as any others present before the consultation begins.
- The consultant site will introduce themselves to the patient prior to consultation.
- The patient encounter continues with examination and assessment components as required.
- Telemedicine consultation will be documented in the same manner as a face-to-face patient visit, and stored in the patient health record within Meditech. If applicable all paper charting must be brought to Health Records once consultation is finished.

### **3.4 Post Consultation**

- Once telemedicine consultation is complete, all equipment must be put back in appropriate manner for future users.
- The patient is informed if a follow-up visit is required, and whether the next visit will be by telemedicine or in-person.

## APPENDICES AND REFERENCES

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**Appendices:** Appendix A – Telemedicine Consultation Checklist  
Appendix B – QHC Help Desk or OTN Customer Support Contact Information  
Appendix C – Your Telemedicine Appointment Pamphlet

### References:

- Ontario Telemedicine Network (n.d.). *Guidelines: Clinical Events; Consent to Participate in a Telemedicine Consultation Checklist*. Available from [www.otn.ca/members/resource-library](http://www.otn.ca/members/resource-library)
- Ontario Telemedicine Network. (n.d.). *Policies: Privacy Policy*. Retrieved from <https://otn.ca/en/privacy-policies>
- Ontario Telemedicine Network (n.d.). *Guideline: Telemedicine Readiness; Telemedicine Space Location and Preparation*. Retrieved from [https://otn.ca/sites/default/files/space\\_and\\_location\\_guideline.pdf](https://otn.ca/sites/default/files/space_and_location_guideline.pdf)
- The College of Nurses of Ontario (2009). *Telepractice Guideline*. Retrieved from [http://www.cno.org/globalassets/docs/prac/41041\\_telephone.pdf](http://www.cno.org/globalassets/docs/prac/41041_telephone.pdf)