LTC & RH Consult line – consult with General Internal Medicine (GIM)

Information for Primary Care Providers

Service Description:
• Service is available on Friday, May 1, 2020.
• 24/7 telephone access to a pool of general internal medicine (GIM) specialists from across the province.
• Provide consults for primary care physicians, nurse practitioners and medical directors working in Long-Term Care (LTC) and Retirement Homes (RH).
• Support the delivery of best possible medical care, reduce treatment delays and the need for transfers to the ED or hospital.

How LTC & RH Consult Line Works:
• Resident experiences acute medical issue that would normally result in EMS call/possible admission OR requires support from GIM specialist.
• PCP/NP/Medical Director calls 1-8338-2HELP (1-833-824-3578) to reach the GIM specialist on-call.
• PCP/NP/Medical Director and specialist discuss case and develop treatment plan.
• PCP/NP/Medical Director receives written consult notes for medical chart from specialist via secure email.
• PCP/NP/Medical Director interacts with resident/family and on-site staff to direct further care.

When should I call the LTC & RH Consult Line?
Consultation with specialists must be made by the primary care physician, nurse practitioner or medical director. Calls can be made when you:
• Consider transferring a resident with urgent medical needs to hospital (GIM consult.)
• Require a consultation with GIM for urgent medical issues, and/or
• Are unsure about how to best manage a residents’ acute clinical change.

What information should I have on hand when calling?
• Resident’s OHIP Number (this gives the medical consultant access to ConnectingOntario).
• Resident’s vital signs.
• Resident’s goals of care.
• Resident’s past medical history and up-to-date medication list.
• Secure email where the specialist notes can be sent to after the consult.
• A phone number where you can be reached for call back if needed.
• Name and location of the home you are calling from.

Tip!: If you do not have access to secure e-mail you can sign up for ONE Mail. Click HERE for more info.
The GIM consultant will:

- Provide on-call service 24 hours a day, aim to return calls as quickly as possible.
- Deliver GIM consultation to PCPs/NPs/Medical Directors by phone and follow-up with a consultation note delivered via secure email.
- Access ConnectingOntario with the resident's OHIP number or first/last name and date of birth to get collateral information, such as previous labs, imaging, consult notes, etc. if required.
- Bill for their services using appropriate codes – for guidance see Virtual Care Telephone and Video Codes FAQ sheet or the Telephone Consultation Codes Bulletin.

The PCP/NP/Medical Director will:

- Require access to a secure e-mail address to receive consultation notes.
- Print a version of the consult note and include in the permanent medical record.
- Bill for their services using appropriate codes – for guidance see Virtual Care Telephone and Video Codes FAQ sheet or the Telephone Consultation Codes Bulletin.

For general inquiries about this service contact: ltcrh.consult@wchospital.ca.