

## **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 **1-8338-2HELPU (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](mailto:ltcrh.consult@wchospital.ca).