

LTC & RH Consult Line: 1-8338-2HELPU

24/7 Access to General Internal Medicine Consults; Service begins on May 4, 2020

Goals

- Support primary care physicians, nurse practitioners and medical directors working in Long-Term Care (LTC) and Retirement Homes (RH) to provide the best care possible, reduce treatment delays and the need for transfers to hospital while promoting a person-centered approach to care.
- Provide primary care physicians, nurse practitioners and medical directors in LTC and RH with access to supplementary expertise via 24/7 telephone consultations with a pool of General Internal Medicine specialists from across the province.
- Provide access across Ontario via a single number: **1-8338-2HELPU**.

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 to reach specialist on-call and 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.

The GIM consultant will:

- Provide on-call service 24 hours a day.
- Deliver GIM consultation by phone and follow-up with a consultation note delivered via secure email.
- Where possible, leverage ConnectingOntario to access supplementary information, such as previous labs, imaging, consult notes, etc. using the resident's OHIP number or first/last name and date of birth.
- Provide follow up advice by phone or email when on call, if required.
- Bill for their services using appropriate codes – see links below.

The PCP/NP/Medical Director will:

- Receive consultation notes through secure email.
- Add consult note to 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 contact: ltrh.consult@wchospital.ca