

# Summary of Services to Enhance Medical Capacity during COVID-19

## Services to support quality medical care in-place.

To meet current challenges during the COVID-19 pandemic, Long-Term Care (LTC) and Retirement Homes (RH) in Ontario require rapid access to health human resources, personal protective equipment, supplies and medications.

As these vital supports are mobilized, **two new services are available to enable virtual primary care visits and phone consults with general internal medicine specialists, at no cost to the home.**

### 1. LTC & RH Consult Line:

- This service provides primary care physicians, nurse practitioners and medical directors in LTC and RH with 24/7 access to a pool of general internal medicine specialists from across the province via a telephone consult line.

### 2. Virtual Care™ App:

- This service is specific to LTC homes and supports virtual video-enabled visits between the primary care physician and resident and clinical staff in the LTC home via laptop or tablet, fully integrated with PointClickCare and MED e-care EHRs.

These services supplement locally provided care and are intended to enhance resident and staff safety, reduce treatment delays and avoidable transfers while ensuring a person-centered approach to care. Organizations with access to similar programs in their region are encouraged to continue to use those programs.

Access to these services is available for a period of six months, with a mid-way evaluation to inform the longer-term future of the services.

If you have any questions about these services, please contact the following:

- LTC/RH Consult Line: [tcrh.consult@wchospital.ca](mailto:tcrh.consult@wchospital.ca);
- Virtual Care: [VCSeniors@thinkresearch.com](mailto:VCSeniors@thinkresearch.com)

## Services to Enhance Medical Capacity

### 1. LTC & RH Consult Line (1-8338-2HELPU)

24/7 phone access to General Internal Medicine (GIM) specialists

**For Primary Care Physicians, Nurse Practitioners & Medical Directors in LTC & Retirement Homes**

***How the service works:***

- Resident experiences acute medical issue that would normally result in EMS call/possible admission OR requires support from a GIM specialist.
- PCP/NP/Medical Director calls **1-8338-2HELPU** to reach specialist on-call and discuss 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.

**Starting on Monday, May 4, 2020, call 1-8338-2HELPU for a GIM Consult.**

**For questions contact:** [lcrh.consult@wchospital.ca](mailto:lcrh.consult@wchospital.ca)

### 2. VirtualCare™

Rapid virtual access for LTC residents and clinical staff to connect with primary care physicians; fully integrated with the home EHRs.

**For Clinical Staff and Physicians working in LTC Homes**

***How the service works:***

- LTC resident requires medical assessment and/or follow up from primary care.
- Clinical staff requests a virtual visit, using a laptop/tablets via the VirtualCare™ application.
- Physician is notified via email once the visit request is submitted.
- To initiate the visit, physician, and clinical staff member both log in to VirtualCare™ (with the resident) and conduct the visit via video, chat, or audio.
- During the visit, physician can document the visit notes directly into VirtualCare™. These are uploaded into homes' EHR (PointClickCare, MED e-care). This functionality eliminates double documentation.

**Onboarding to this service begins on Monday, April 27, 2020 and takes approximately two business days.**

**To get started, contact Erika Burns, [VCSeniors@thinkresearch.com](mailto:VCSeniors@thinkresearch.com), 1-877-302-1861 ext. 315**