

HEMATOLOGY TELEMEDICINE CLINIC PROTOCOL

ISSUED BY: Sylvie Poloni RN, B.Sc.N

DATE OF APPROVAL: March 2018

APPROVED BY: Dr. Linda Lacroix

LAST REVISION DATE: October 2021

CATEGORY: Hematology

IMPLEMENTATION DATE: March 2018

PURPOSE

Telemedicine will be used to provide direct care to patients who have hematological disorders. Referrals for telemedicine appointments will be triaged and prioritized by the Consulting Hematologist. The consultations are aimed on implementing a plan of care and providing ongoing monitoring.

INCLUSION CRITERIA

- Patients ≥ 18 years old
- Client agreed to telemedicine consultation

CLINIC AVAILABILITY AND REFFERAL PROCESS

The Referring Provider:

Completes the following documents and faxes to **613-907-8023** Hematology Clinic.

- Request for consultation including diagnosis and patient history
- **ALL blood tests** results and any relevant diagnostic test results
- Indicate Telemedicine Consultation

Telemedicine Clinic schedule:

- Appointments are available every Thursday either mornings or afternoons depending on the demand from 09:00-15:30 New and follow-up consults are scheduled for 15 min

SCHEDULING PROCESS

The Montfort Hematology Clinic Clerk

- Brings the requests for Telemedicine consultation to Dr Lacroix
- Attaches any relevant information for the appointment to the Request Form, ex: blood work orders received from doctor, diagnostic test requests, etc.
- Dr Lacroix will triage the consultation requests and return them to the Hematology Clinic Clerk for scheduling.
- Coordinates the patient site's availability
- Schedules appointment in NCompass
- Confirms the appointment through email
- Registers the patient in Meditech system

Patient Site Nurse

- Notifies the patient of the appointment time, duration and location.
- Will remind the patient to have his/her blood work done prior to the telemedicine visit.
- Instruct patient to arrive 30 min prior to appointment time and bring their health card and a current list of medications and allergies.

CONSULTATION DAY (OR THE DAY BEFORE)

Hematology Clinic Clerk

- Registers the patient in Meditech and prints the individual Outpatient Clinic Report and labels, collected by the telemedicine coordinator.

Patient Site Nurse

- Fax the worksheet and the list of current medications and allergies to the telemedicine coordinator to **613-907-8005**

POST CONSULTATION

Telemedicine Coordinator/or other

- Fax to the patient site the completed blood work requisitions and or tests and if requested faxes any prescriptions to the patient's pharmacy

Consulting Physician

- Dictates and sends a copy of consultation notes to patient's Primary Care Provider

- Informs the clerk of the next telehealth appointment to be scheduled and any pre-consultation test requirements.

CONTACTS

Hematology Clinic Clerk	Natacha Delorme 613-746-4621 ext. 2731 Fax : 613-907-8023
Virtual Care Clerk	Sandra Lavoie 613-746-4621 ext 4319 telemedecine@montfort.on.ca Fax: 613-907-8046
Montfort Telemedicine Coordinator	Nazila Sattari IA/RN, BScN 613-746-4621 ext 3161 nazilasattari@montfort.on.ca Fax: 613-907-8046
Montfort Hematologist	Dr. Linda Lacroix linlacroix@montfort.on.ca Hematology Clinic 613-746-4621 ext. 2731 Fax : 613-907-8023
Montfort Ambulatory Clinic Manager	Marc-André Sabourin 613-746-4621 ext 4100 marcasabourin@montfort.on.ca

Patient Label

Telehealth Appointment Worksheet

Date (dd/mm/yyyy) :

Patient Name	DOB	OHIP #
Family Doctor	Telephone Number	Fax
Pharmacy Name	Telephone Number	Fax

Medications List	Allergies List
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.

Nurse Comments

Prior to appointment, please **Fax** this worksheet along with patient's list of medications to **613-907-8005**