

ORTHOPEDIC SURGERY TELEMEDICINE CLINIC PROTOCOL

ISSUED BY: Sylvie Poloni RN, BScN

DATE OF APPROVAL: October 2021

REVISED BY: Nazila Sattari
RN, BScN, Med

LAST REVISION DATE: October 2021

APPROVED BY: Judith Boileau

IMPLEMENTATION DATE: December 2017

CATEGORY: Pre and Post op

PURPOSE

The Montfort Hospital will provide Orthopedic Telemedicine consultations/follow-up to patients who reside outside of Ottawa. Those patients include post-op patients and patients transferred to their community hospitals and require follow-up visits.

INCLUSION CRITERIA

- Patients 18 years of age or older
- Follow-up visits for existing orthopedic patients or new consultations
- Valid Ontario Health Card number-OHIP
- Patients that agree to participate by telemedicine

EXCLUSION CRITERIA

- Patients that need a particular physical exam in person
- Patients who prefer to attend their assessment in person
- Patients with significant hearing deficits unless accompanied by a support person
- Patients with cognitive deficits such as dementia unless accompanied by a support person

CLINIC AVAILABILITY AND REFFERAL PROCESS

Orthopedic referrals are sent to the orthopedic booking clerk at the Montfort Hospital by either Fax at 613-907-8161 or by email at telemedecine@montfort.on.ca.

The Referring Provider

Following an in-person visit the Orthopedic Surgeon completes the follow-up appointment card with;

- The patients name and hospital number
- When patient is to be seen (i.e.in how many weeks/months)
- Completes and adds the x-ray requisition to the appointment card if required

Telemedicine Clinic schedule

- Appointments are scheduled within the orthopedic surgeon's clinic or by preference by individual surgeons
- All consults are scheduled for 30 minutes to allow for any delays

Type of Telemedicine Visits

- Ontario Telemedicine Network (OTN) site to site: patients are able to travel to a telemedicine site closer to their homes or are an inpatient in a community hospital
- eVisits: Patients can attend their visits directly from their homes providing they have....
 1. Availability
 2. Accepts visit
 3. Technical Ability
 4. No physical assessment required

SCHEDULING PROCESS

The Hôpital Montfort Ward Clerk

Calls the Orthopedic Booking Clerk at extension 2746 to notify of a physician request for a follow-up via telemedicine.

When the patient is transferred to another hospital, the ward clerk will inform the booking clerk

The Montfort Hospital Orthopedic Booking Clerk

- The booking clerk informs the telemedicine scheduling clerk at 4319 or by email at telemedecine@montfort.on.ca and notifies when a radiology requisition is completed/required

**Please note for elective admissions: all post op follow-up are prescheduled by the orthopedic scheduling clerk, if this appointment is not compatible with telemedicine the orthopedic clerk will modify according to the physician's preference and will make the changes in Meditech*

The Hôpital Montfort Telemedicine Scheduling Clerk

- Coordinates clinical diagnostic request to be faxed according to patient request, ex: diagnostic tests i.e. radiological exams
- Identifies the sites by verifying the patients address.
- Coordinates availability with patient site by e-mailing requests to site
- Once confirmed, schedules appointment in NCompass/OTN
- Coordinates the completion of ordered tests and/or diagnostics prior to appointment
- Confirms with the Site Nurse of scheduled appointment via NCompass/OTN
- Notifies and faxes the Patient Site Nurse the x-ray requisition
- Registers patient in the Meditech system

**for patients who lives outside the Champlain LHIN, the confirmation of appointments follows a different process. Please see process for each individual sites in NCompass Directory*

Requesting Site

- Notifies patient of appointment time, duration and location.
- Notifies the patient to have x-rays done prior to the event and to bring their Healthcard

**please note that the radiological exams should be done on the day of the visit if possible or closest to the date of the telemedicine visit as possible to allow radiology to push the images on the Neodin Dir*

- Instruct patient to arrive 30 min prior to appointment time and bring a current list of medications and allergies.
- Confirms in NCompass

CONSULTATION DAY

The Montfort Reception Clerk (1C175)

- Registers the patient and prints chart and labels and places in Telemedicine basket

Telemedicine Coordinator / clerk:

- Collects the patient chart from the telemedicine basket located in 1C175.
- Turns the system on and prepares the camera.
- Obtains the patient x-rays from the Neodin Dir prior to the visit
- Informs the orthopedic clerk when the patient is online to notify the surgeon.
- If the patient is a no show or cancels the appointment, the telemedicine clerk will cancel the visit in NCompass and in Meditech

Patient Site Nurse

- Patient assessment
- Prepares the AMD camera if necessary to view incisions or limbs at a closer view if requested by surgeon

POST CONSULTATION

Consulting Physician

- Completes clinic chart
- Informs the Telemedicine coordinator of next appointment to be scheduled and any pre-consultation test requirements.

Contacts

Montfort Telemedicine Coordinator	Nazila Sattari IA/RN, BScN, Med 613-746-4621 ext 3161 nazilasattari@montfort.on.ca Fax: 613-907-8046
Montfort Orthopedic Clerk	613-746-4621 ext 2746 Fax: 613-907-8161
Montfort Telemedicine Clerk	telemedicine@montfort.on.ca 613-746-4621 ext 4319 Fax: 613-907-8046
Montfort Orthopedic Surgeons	Dr Marc Prud'homme-Foster Dr Mark Steeves Dr Andrew Marshall Dr Guy Moreau Dr Marie-France Rancourt Dr Benoit Bessette Dr Phillip Fleuriau-Château Dr Jean-Pierre Laflèche Dr Paul Jamieson
Montfort Ambulatory Clinic Manager	Marc André Sabourin 613-746-4621 ext 4100 marcasabourin@montfort.on.ca Fax : 613-907-8003

Pt Label

Telemedicine Appointment Worksheet

To be completed by Patient Site Nurse prior to appointment

Date of appointment		
VS	B/P	
	Pulse	
List of current medications for patient faxed	Yes	No
Patient issues		
Pharmacy :	Pharmacy fax #	

Please fax completed form to 613-907-8046 prior to appointment