

Virtual Care Tips #1

September 2020

TOPICS:

- 1. How to deal with patients who e-mail you directly.**
- 2. How to (easily) organize non-urgent testing remotely (mammograms, bone density scans, U/S, cardiology lab, PFTs, lab requisitions, FIT testing etc).**

DETAILED DESCRIPTION:

1. How to deal with patients who email you directly:

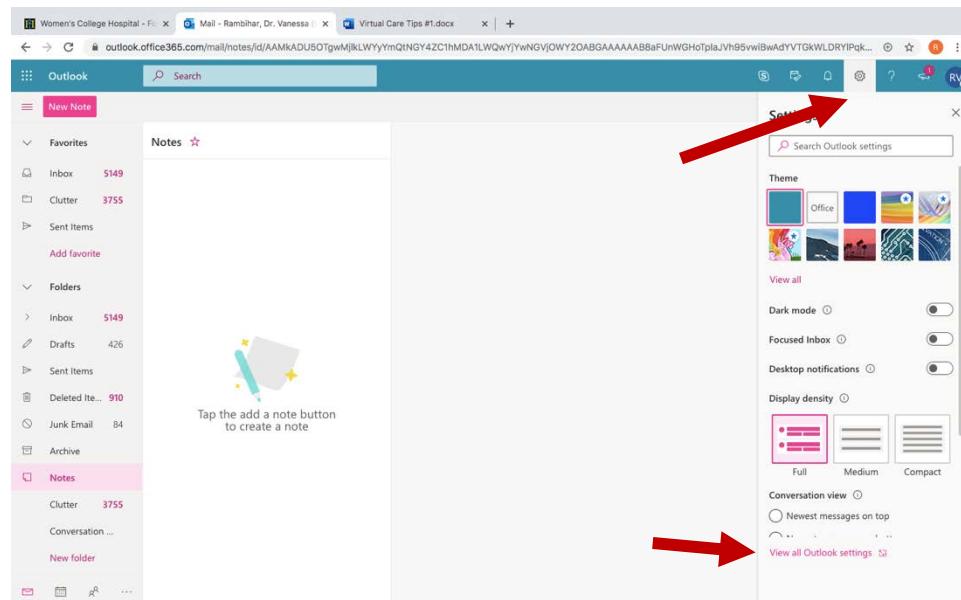
Hospital policy does not currently allow direct emails to patients and vice versa through Outlook. However, over the course of the COVID pandemic, some providers have voiced concerns of patients finding their e-mail addresses and sending emails.

Here are two ways you can help protect your privacy and prevent emergent messages from falling through the cracks.

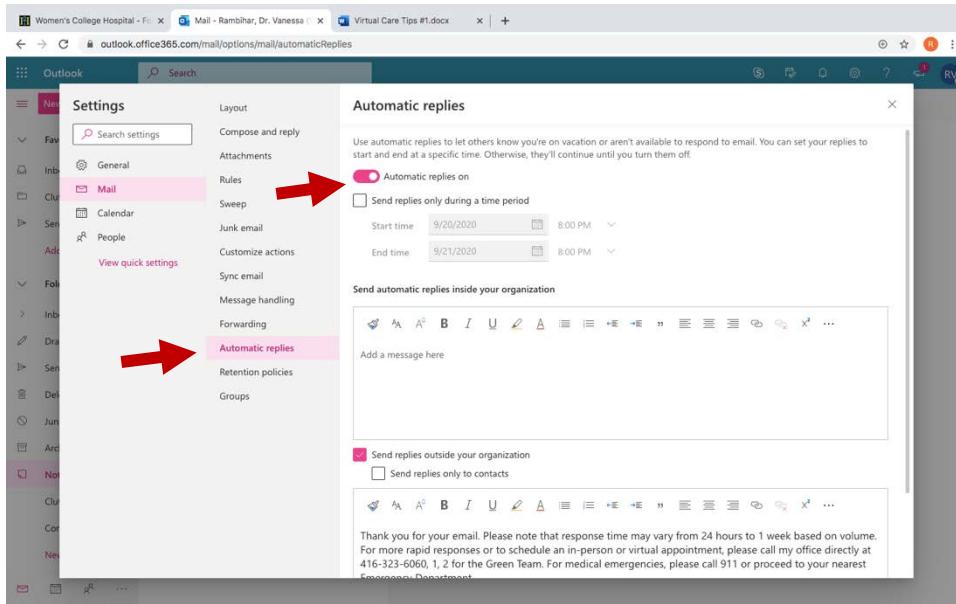
- Create an Auto-Reply Message for anyone who e-mails you outside of a wchospital.ca address**
- Add a note in your e-signature (the bottom of your outgoing e-mails) to notify patients of your e-mail preferences.**

a. Create an Auto-Reply for anyone who e-mails you outside of a @wchospital.ca address. This currently only sends an Auto-Reply once to each sender. I'm looking into whether it is possible to change this on webmail.

- Log into your outlook webmail and click on the gear symbol in the top right corner of your screen
- Click "View all outlook settings" at the bottom of the Settings menu on the right-hand side of the screen



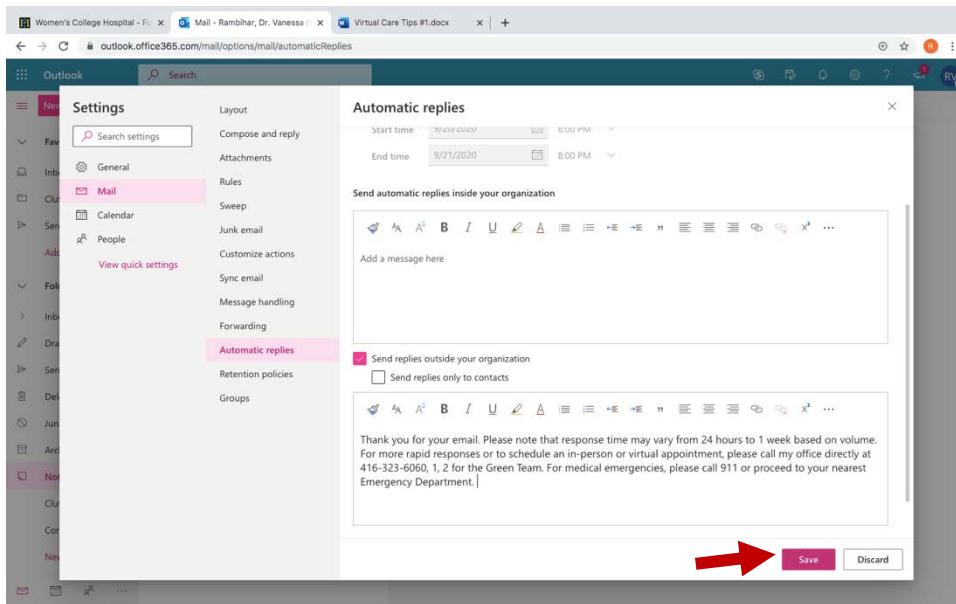
- Click “Automatic Replies” on the menu in the second column of your screen
- Click the slider to turn “Automatic Replies” to “On”



- Leave the box titled “Send automatic replies inside your organization” – EMPTY.
- Select the checkbox next to “Send replies outside your organization”
- Create your message, sample text below (please adjust highlighted text):

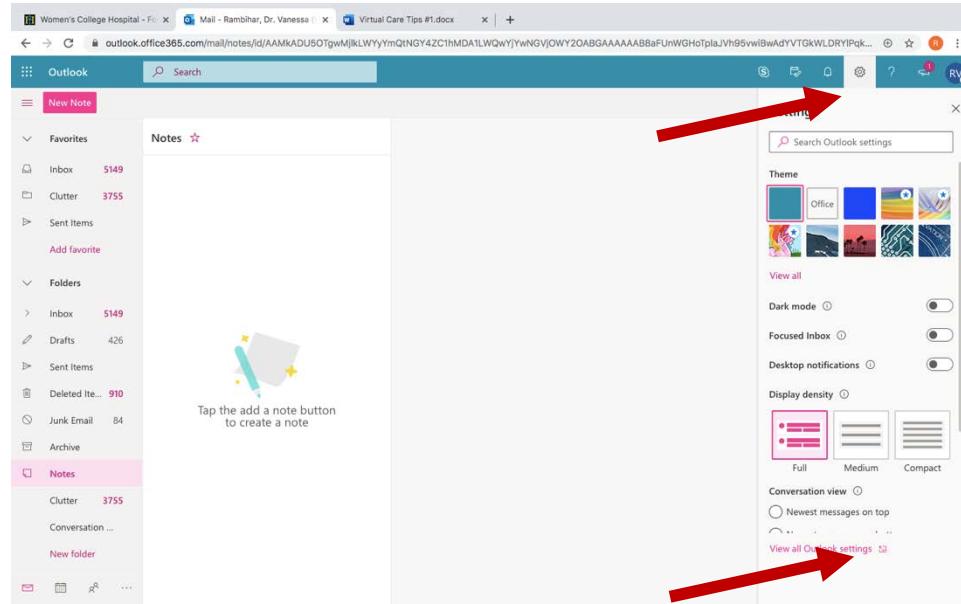
“Thank you for your email. Please note that response time may vary from 24 hours to 1-week based on volume. For medical emergencies, please call 911 or proceed to your nearest Emergency Department. For more rapid responses or to schedule an in-person or virtual appointment, please call my office directly at 416-323-6060, 1, 2 for the Green Team.”

- Click “Save”

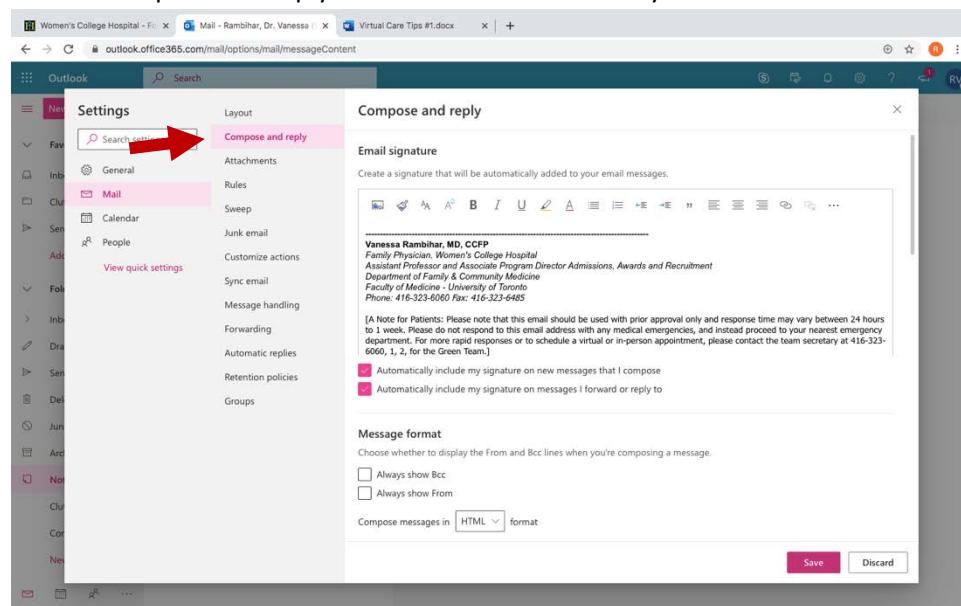


b. Add a note in your e-signature (the bottom of your outgoing e-mails) to notify patients of your e-mail preferences.

- Log into your outlook webmail and click on the gear symbol in the top right corner of your screen
- Click “View all outlook settings” at the bottom of the menu on the right-hand side of your screen



- Click “Compose and reply” in the second column on your screen



- Add your message in the box titled “Create a signature that will be automatically added to your e-mail messages.”, sample text below (please adjust highlighted text):

[If you are a patient: Please note that this email should be used with prior approval only and response time may vary between 24 hours to 1 week. Please do not respond to this email address with any medical emergencies, and instead call 911 or proceed to your nearest emergency department. For more rapid responses or to schedule a virtual or in-person appointment, please contact the team secretary at 416-323-6060, 1, 2, for the Green Team.]

- ensure both “Automatically include my signature on new messages that I compose” and “Automatically include my signature on messages I forward or reply to” are selected
- click “Save”

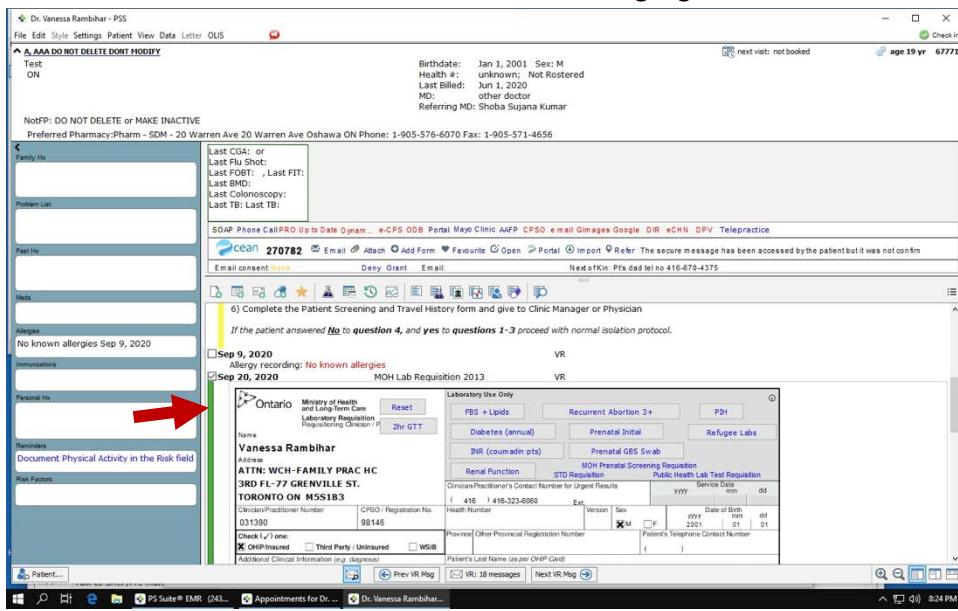
2. How to (easily) organize non-urgent testing remotely:

As we spend more time working remotely, this is one way to arrange non-urgent tests without the need to print and manually fax documents. For all urgent tests, a phone call or manually faxed requisition may still be the best practice to ensure booking. For those using Ocean, you may also consider attaching the requisition in an e-mail to your patient and advise them to follow up to ensure an appointment is booked.

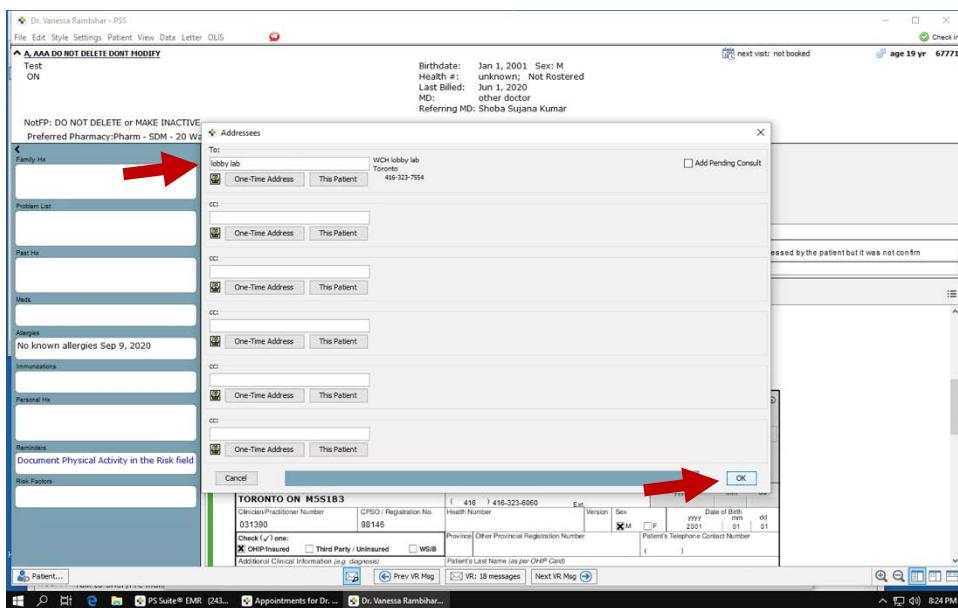
- Add the custom form into the patient’s chart and complete as you normally would (ensure you double click to add your signature to the form)

The screenshot shows a computer screen displaying the Ocean EMR software interface. The main window shows a patient chart for "Dr. Vanessa Rambabu - PSS". The chart includes sections for Family History, Problem List, Medications, Allergies, Immunizations, Personal History, and Reminders. A "Document Physical Activity in the Risk field" section is also present. On the right side of the screen, there is a "Specimens Collection" form for a "Patient Occult Blood Test (FOBT)". The form includes fields for "Patient Occult Blood Test (FOBT) (check one)" and "Laboratory Use Only". There is a handwritten signature over the "Patient Occult Blood Test (FOBT) (check one)" field. The form also lists various tests with their prices: Cervical (\$13.00), Vaginal (\$13.00), Vitamin D 25-Hydroxy (\$52.00), Vaginal Recal - Group B Strep (\$15.50), Chlamydia (specify source) (\$15.50), Urine \$77.00 (with sensitivities), Stool Culture \$17.50, Stool Ova & Parasites, TSH \$9.80, T3 \$14.50, and Chem 7 \$18.00. The "Specimens Collection" form also includes a section for "I hereby certify the tests ordered are not for registration in our patients of a hospital." Below the form, the date "20/09/2020" is visible. At the bottom of the screen, there are icons for "Patient...", "PS Suite® EMR (243...)", "Appointments for Dr. ...", and "Dr. Vanessa Rambabu...". The status bar at the bottom right shows "age 19 yr 67771" and the time "8:24 PM".

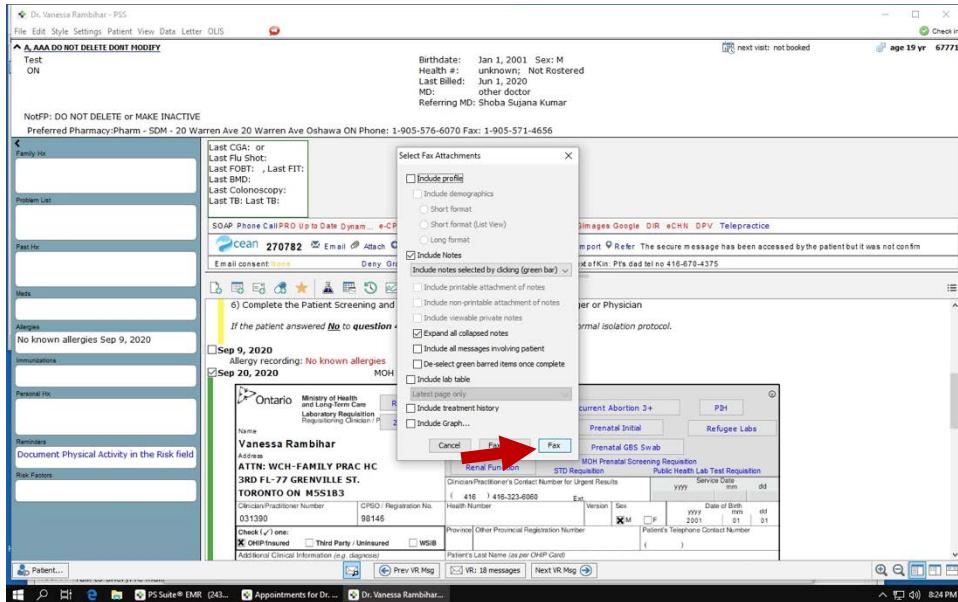
- Click on the far left of the form under the date to highlight the document with a green bar



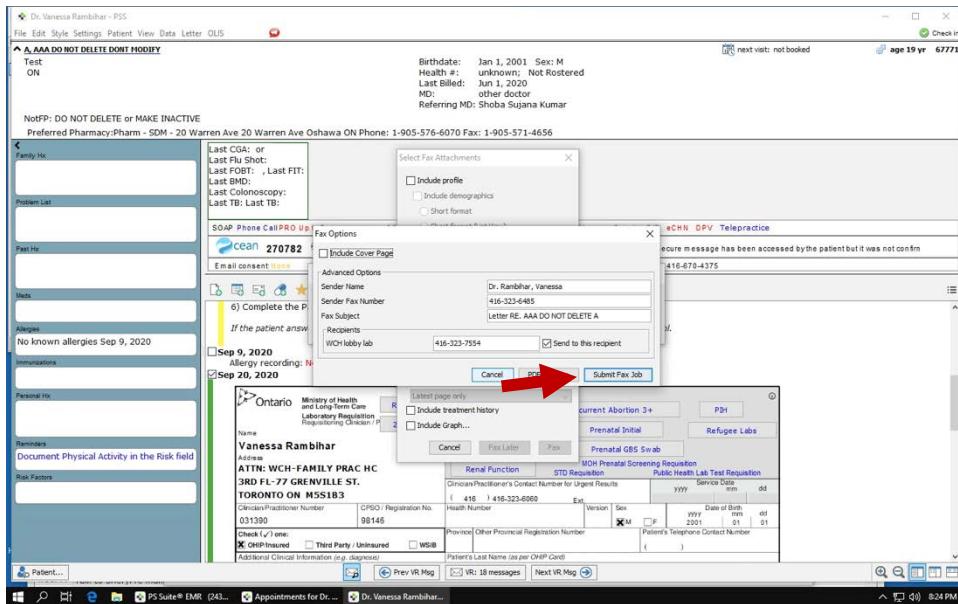
- Hold the Ctrl-Shift-F buttons at the same time
- Select the department to which you will be faxing the document (See Quick Reference List below for commonly used departments)
- Click "OK"



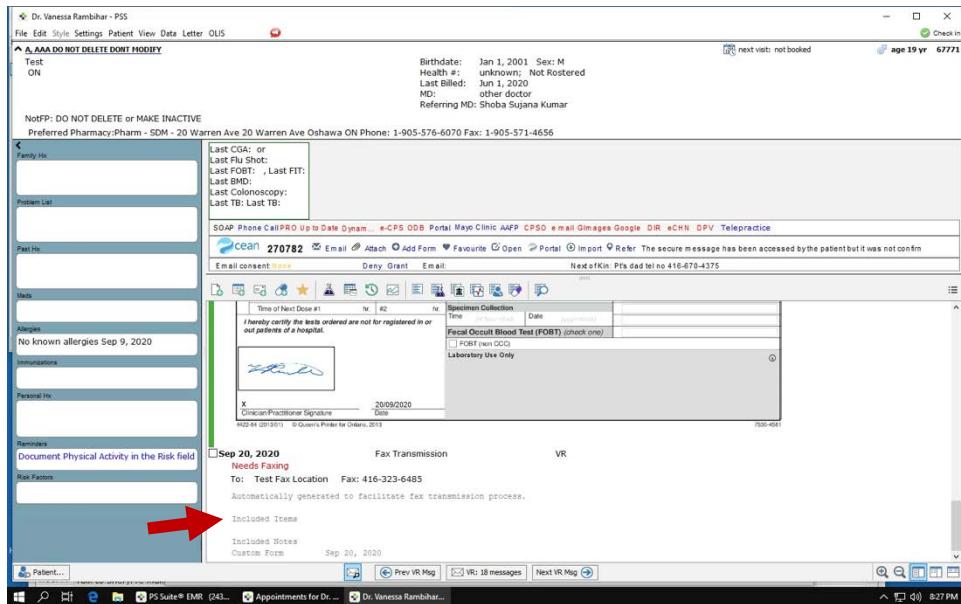
- Click "Fax"



- Click "Submit Fax Job"



- For confirmation, a Fax Transmission Note will be added to the chart underneath your form



Quick Reference List (Type the following in to find the corresponding fax number):

- Breast Imaging
- Lobby Lab
- Ultrasound
- Cardiology Lab
- Pulmonary Function
- General Radiology
- Bone Density
- FIT Lab