

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:

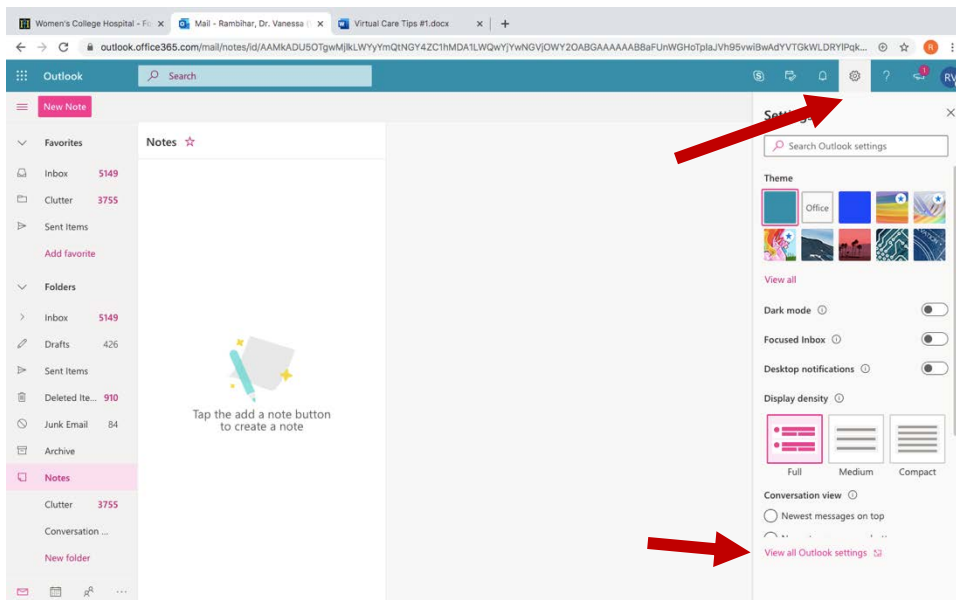
Hospital policy does not currently allow direct emails to patients and vice versa through Outlook. However, over the course of the COVID pandemic, some providers have voiced concerns of patients finding their e-mail addresses and sending emails.

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

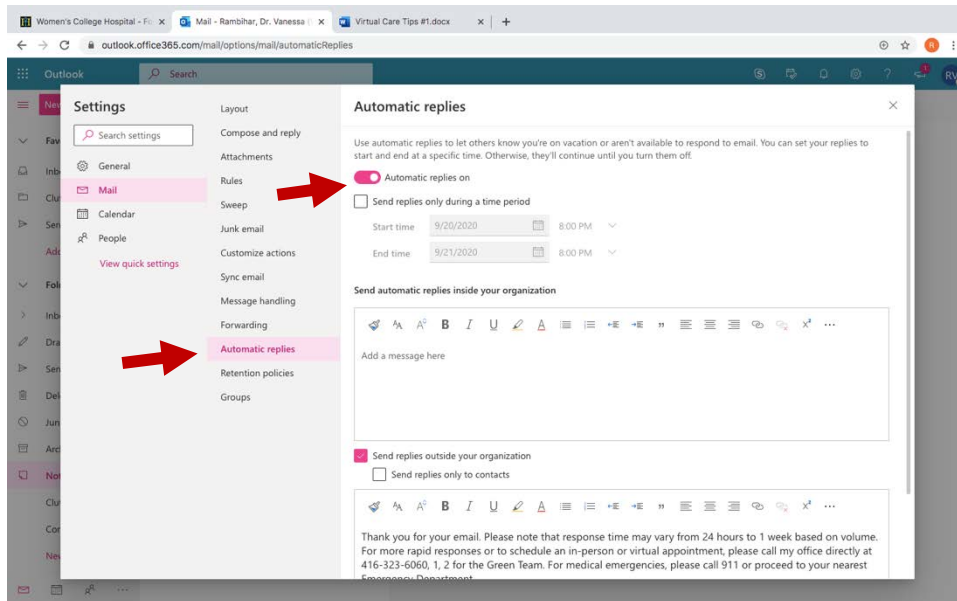
- **Create an Auto-Reply Message for anyone who e-mails you outside of a wchospital.ca address**
- **Add a note in your e-signature (the bottom of your outgoing e-mails) to notify patients of your e-mail preferences.**

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



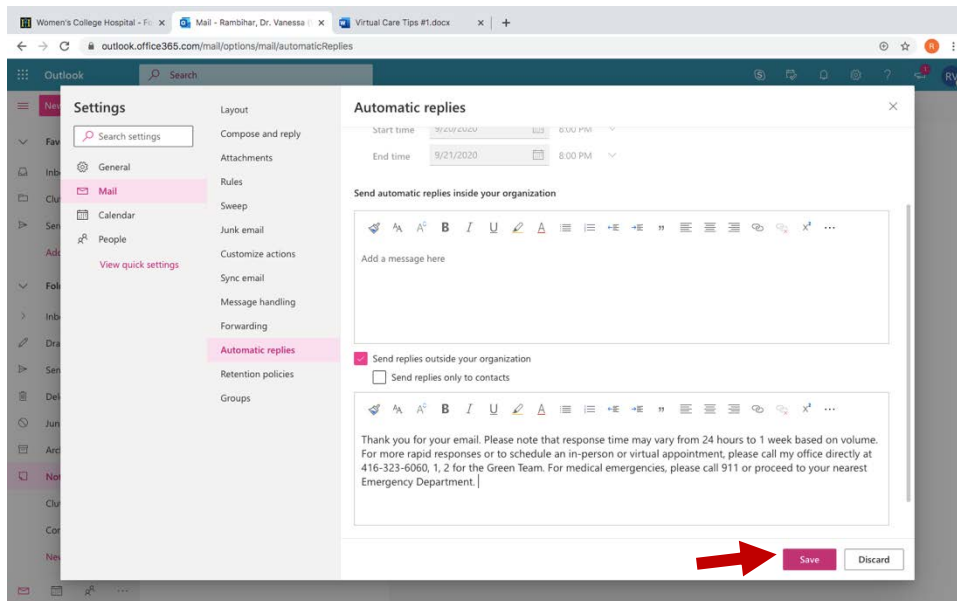
- Click “Automatic Replies” on the menu in the second column of your screen
- Click the slider to turn “Automatic Replies” to “On”



- 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):

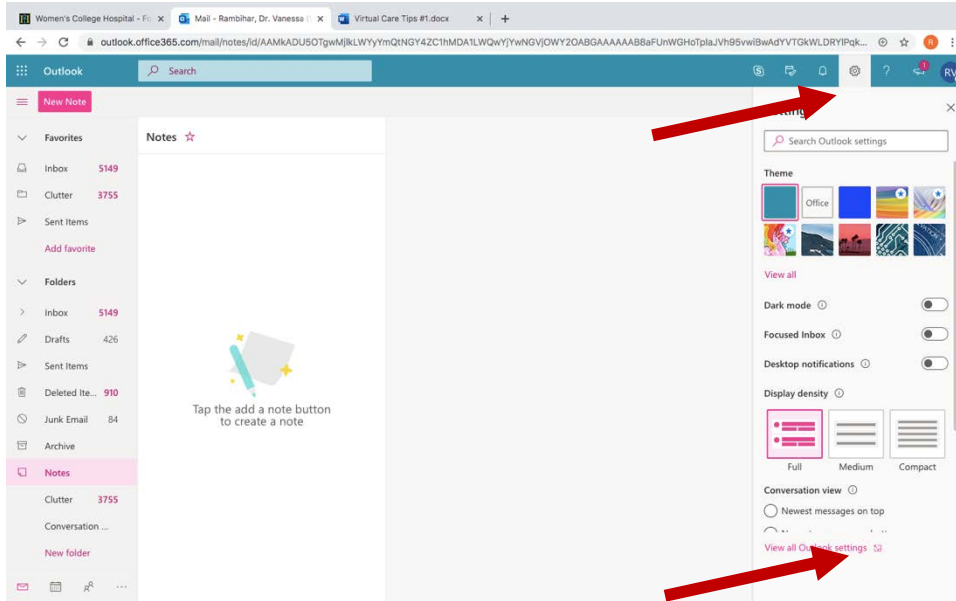
“Thank you for your email. Please note that response time may vary from 24 hours to 1-week based on volume. For medical emergencies, please call 911 or proceed to your nearest Emergency Department. For more rapid responses or to schedule an in-person or virtual appointment, please call my office directly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

- Click “Save”

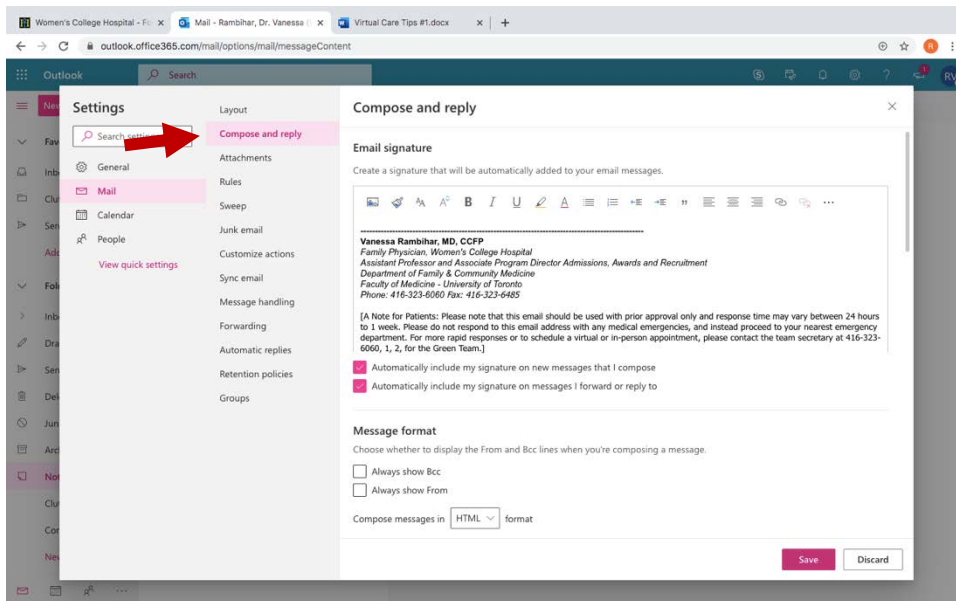


b. Add a note in your e-signature (the bottom of your outgoing e-mails) to notify patients of your e-mail preferences.

- 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”

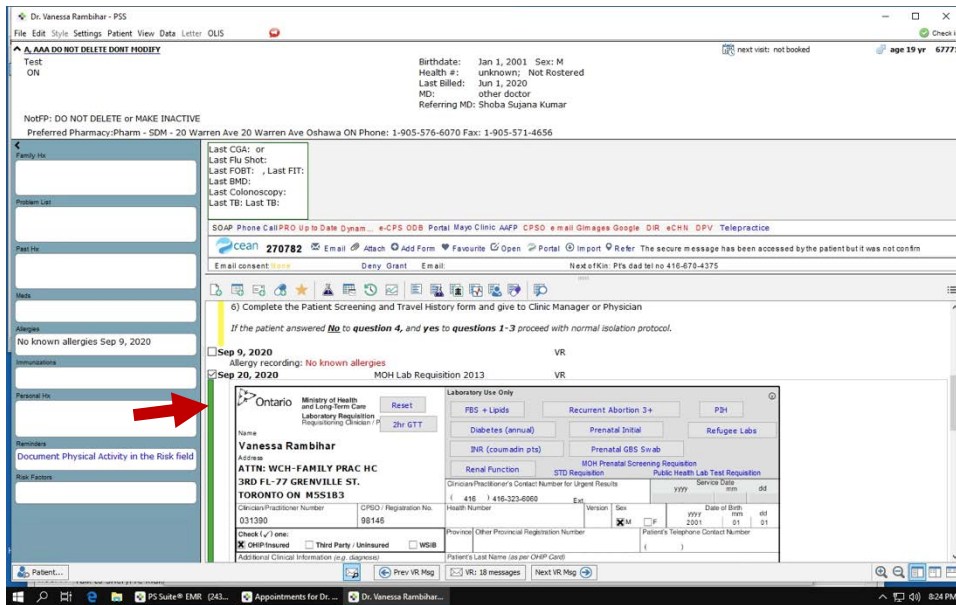
2. How to (easily) organize non-urgent testing remotely:

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 displays a medical software interface for a patient named 'Dr. Vanessa Rambihar - PSS'. The patient's information includes birthdate (Jan 1, 2001), sex (M), and health status (unknown; Not Rostered). The interface shows a list of tests and their costs, including 'Lipid Assessment', 'Albumin / Creatinine Ratio', 'Urea', 'Uric Acid', 'Vitamin D (25-Hydroxy)', 'TSH', 'T3', and 'Chem 7'. A signature is visible on the form, and the date 20/09/2020 is shown at the bottom.

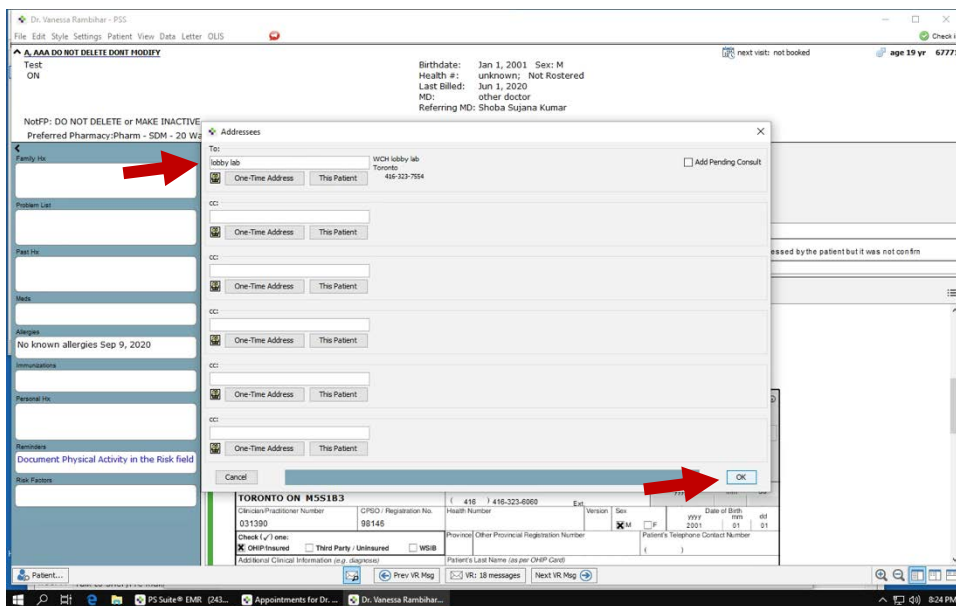
- Click on the far left of the form under the date to highlight the document with a green bar



- 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"

Dr. Vanessa Rambihar - PSS

File Edit Style Settings Patient View Data Letter OLIS

Test: ON Birthdate: Jan 1, 2001 Sex: M
Health #: unknown; Not Rostered
Last Billed: Jun 1, 2020
MD: other doctor
Referring MD: Shoba Sujana Kumar

NotFP: DO NOT DELETE or MAKE INACTIVE
Preferred Pharmacy: Pharm - SDM - 20 Warren Ave 20 Warren Ave Oshawa ON Phone: 1-905-576-6070 Fax: 1-905-571-4656

Family Hx: Last CGA: or Last Flu Shot: Last FOBT: Last FIT: Last BMD: Last Colonoscopy: Last TB: Last TB:

SOAP Phone Call PRO Up to Date Dynam... +CR

270782 Em all consent

6) Complete the Patient Screening and
If the patient answered **NO** to question
Sep 9, 2020 Allergy recording: No known allergies
Sep 20, 2020 MOH

Ontario Ministry of Health and Long-Term Care
Laboratory Regulation
Regulating Clinician (P)

Vanessa Rambihar
Address: ATTN: WCH-FAMILY PRAC HC
3RD FL-77 GRENVILLE ST.
TORONTO ON M5S1B3

031390 CPSP / Registration No. 98146 Health Number
416-323-8660 Ext. Version Sex M Date of Birth 2001-01-01

Check (✓) one: OHP-Insured Third Party / Uninsured WSIB

Additional Clinical Information (p.g. diagnosis)

Cancel Fax

- Click "Submit Fax Job"

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Check (✓) one: OHP-Insured Third Party / Uninsured WSIB

Additional Clinical Information (p.g. diagnosis)

Cancel Fax Lab Fax Submit Fax Job

Advanced Options
Include Cover Page
Sender Name: Dr. Rambihar, Vanessa
Sender Fax Number: 416-323-4485
Fax Subject: Letter RE: AAA DO NOT DELETE A
Recipients: WCH lobby lab 416-323-7554 Send to this recipient

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

The screenshot shows a patient chart in an EMR system. The patient's name is Dr. Vanessa Rambihar - PSS. The chart includes various fields for patient information, including birthdate (Jan 1, 2001), sex (M), and health status (unknown; Not Rostered). A red arrow points to a Fax Transmission Note dated Sep 20, 2020. The note is titled "Needs Fasting" and is addressed to "Test Fax Location" with a fax number of 416-323-6485. The note is automatically generated to facilitate the fax transmission process. The chart also shows a list of included items, including notes and custom forms from Sep 20, 2020.

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