

TELEMEDICINE CLINICAL PROTOCOL

Organization: Mount Sinai Hospital

Program: Perinatal Mental Health Program

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1.0 Overview

Mount Sinai Perinatal Mental Health program will be accepting perinatal patients for consultation, and assessment who are being followed by their family physician in Toronto Central LHIN.

This is NOT a crisis service*

***If Patient in crisis-experiencing active suicidal/homicidal/psychotic/manic symptoms; patient should be directed to crisis team and/or to Emergency Department for immediate assessment and/or interventions as deemed required.**

Inclusion Criteria

- Patients must reside in the Toronto Central LHIN
- Patients must have a primary care provider
- Patients willing to be seen via Telemedicine
- Preconception, pregnant and within one year of postpartum who are at risk of developing psychiatric problems, with a strong history of mental illness and/ or experiencing active psychiatric symptoms.
 - Active psychiatric symptoms include:
 - Mood & anxiety symptoms
 - Evidence of psychosis
 - Inability to care for self or baby*
- Access to emergency services
- Patients must 18 years of age or older

Exclusion Criteria

- Over one year postpartum
- History of violence, self-injurious behaviour
- Current concern with substance abuse
- Currently being followed by a psychiatrist
- Seeking an assessment for legal support, workplace issues and/or parenting capacity
- Patient refuses to participate in consult via Telemedicine
- Patient refuses to complete the patient record document or sign off on Telepsychiatry patient contract (Attach Mount Sinai consent forms)

- Patients younger than 18 years of age

2.0 Referral and Scheduling Procedure

- Referral form can be downloaded from <http://www.mountsinai.on.ca/care/psych/patient-programs/maternal-infant-perinatal-psychiatry/Perinatal%20Referral%20Form%202013.pdf>
 - Please indicate on the Referral form that the referral is for TELEMEDICINE appointment (please include videoconferencing site and system number, if applicable)
 - All referrals are to be faxed to 416 586 8596
 - Patient will be contacted for a phone assessment by nurse clinician
 - Telemedicine appointment will be 45 min in length
 - Mount Sinai Telemedicine Coordinator (TMC) will schedule the telemedicine appointment and will relay all the pertinent information directly to the patient and to referring care provider
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The following information is applicable when connecting with other OTN member sites

3.0 Preparation Requirements

- Remind patient to bring a complete list of their current medications, including doses, to the consultation and report any changes for subsequent visits
- Remind patients to bring any blood work including hemoglobin and thyroid function.
- Ensure patient is registered at patient site/Mount Sinai as per facility policies
- First time patients must arrive 15-30 minutes prior to appointment in order to complete the required documentation such as Telemedicine Patient Registration, EPDS, and patients will need to read and sign the Mount Sinai Hospital confidentiality statement (on the OTN directory). Prior to session, fax completed forms back to Mount Sinai at (416) 586-8596

4.0 Telemedicine Session

TMC at the patient site:

- Have patient complete registration forms and agreement forms
- Validates the Ontario Health card
- Has a Form 1 on hand
- Has crisis intervention phone numbers on hand
- Explains how the system works to the patient and reviews how their personal health information will be protected and kept private (see Telemedicine consultation checklist).
- Prior to connecting with patient site a telephone call from MSH will confirm that both patient site and consultant site are ready for the session

Telemedicine Studio Preparation

- Tissues should be available
- The patient should be seated in front of the camera and dressed in regular clothes

Starting Telemedicine Session

TMC at the Patient site:

- Is present at the beginning of consult/session to ensure connectivity
- Verifies the identity of the patient
- Provides direct access phone number to an on-call nurse in case of an emergency
- Utilizes consent checklist to ensure patient understands technology (on OTN directory)

Consultant Site:

- The Specialist introduces himself or herself to the patient before the consultation begins.

Ending Telemedicine Sessions

- The Specialist makes recommendations for follow-up.
- The telemedicine session is documented and stored as per Mount Sinai guideline
- The Referring Physician organizes any tests and shares copies of results with the Specialist as required.
- The patient is informed if a follow-up visit is required, and whether the next visit will be by telemedicine or in-person.

Follow-up

- Specialist communicates with referring physician as per Mount Sinai guideline

References

College of Nurses Telepractice

http://info/informatics/telehealth/Resources/CNO_Telepractice.pdf

College of Physician and Surgeons of Ontario Telemedicine Policy statement #1-07

<http://www.cpso.on.ca/uploadedFiles/policies/policies/policyitems/telemedicine.pdf>