Dermatology Protocol
For Drs. Kay Moses and Dr. Stevens Glassman

Scheduling
Drs. Moses and Glassman will accept dermatology referrals for both semi-urgent and elective (both inpatients and outpatients) telemedicine consultations in their scheduled clinics.

- Dr. Moses: fourth Tuesday of each month 1300-1600 hours
- Dr. Glassman: second Wednesday of each month 1300-1600 hours

The referring family physician fills out the OTN Referral Form and sends it to the Telemedicine Coordinator (TMC) at the OTN partner community hospital.

The Telemedicine Coordinator at the community hospital faxes the completed OTN Referral form to Health Records at the Bruyère Continuing Care (c/o Michelle Daoust & Manon Clément) 613-562-6346. Michelle or Manon will then book the appointment and notify the referring site of the time of the appointment by telephone (The referral needs to be approved by Dr. Glassman before Manon or Michelle can book the appointment).

The Telemedicine Coordinator at the referring site subsequently:

1. Sends any additional information to Michelle or Manon at least three days prior to the telemedicine appointment
2. Notifies the patient of the date and time of the appointment (if the patient is unable to attend at the scheduled time, the referring Telemedicine Coordinator rebooks with Michelle or Manon. The patient should arrive 30 minutes in advance of his/her appointment)
3. The referring site should advise all booked patients that 48 hours notice is required for cancellations. The referring site should notify Michelle or Manon of any cancellations at least 48 hours prior to the date of the clinic.

Exclusion Criteria
This technology is ideal for only certain skin conditions. The following conditions do not warrant a TeleDermatology consult and will be refused:

1. Rashes that are faint or that have almost cleared. These will be next to impossible to see well via the telehealth system. (Rashes must be clearly visible to be seen via telemedicine).
2. Nevi that is suspicious with regard to the possibility of melanoma. These require a traditional consultation and may require biopsy.
3. Scalp lesions. An exception may be if the patient is bald, which would allow the area to be visualized more clearly.
4. Skin lesions that are not clearly visible and/or require palpation to assist with diagnosis.
5. Pruritic conditions with no accompanying skin changes.
6. Warts.
7. Ulcers.

Also children under the age of 10 would be best seen by pediatric Dermatologist.
Consultation:
The Dermatologist will examine the patient with the assistance of the TMC. Please have the patient gowned appropriately in order to facilitate the viewing of their skin condition. The patient should have a list of his/her current medications available to provide to the dermatologist.

The session will begin with a history of current skin condition. The Dermatologist will instruct the TMC to use the special camera for close up view of the skin condition. After the appropriate areas have been viewed the patient will be asked a few more questions, then a course of treatment and/or options will be discussed.

Management of Consult Recommendations:
The dermatologist will write his/her diagnosis, impression and recommendations (DIR form) immediately after seeing the patient.

A copy will be faxed to the referring site, which will be sent on to the referring doctor by the Telemedicine Coordinator. The original DIR will remain in the Bruyère Continuing Care file for reference.

Further diagnostic tests may be recommended during the telemedicine consultation:
- The THC will schedule tests that can be performed at the local hospital as directed by the consultant
- The Dermatologist will complete the test requisition forms for any tests that must be performed in Ottawa. RN/Clerk will fax these requisitions to appropriate testing center.

Follow-up Management:
- When the patient requires a follow-up telemedicine appointment, it is the responsibility of the TMC at the referring site to notify Michelle or Manon by initiating the process with a completed OTN Referral form.
- If an office visit is required following the telemedicine consult for Dr. Glassman, then Manon Clément will schedule an appointment at the PhotoDerm clinic and communicate directly with the patient.
- If an office visit is required following the telemedicine consult for Dr. Moses, then Dr. Moses will have her office contact the patient directly and a copy of that visit is to be faxed to Michelle or Manon for file of patient.

Scheduling process following a face to face visit with Dermatologist:
If the Dermatologist sees a patient in his or her clinic in Ottawa, and wishes to see the patient in follow-up through telemedicine, this request will be noted on the patient’s chart. Michelle or Manon will then notify the TMC at the referring site of the date of the follow-up appointment. The TMC will contact the patient.
Ncompass data entry:

The telemedicine coordinator at the consulting site will do the data entry in Ncompass. Then he will forward the link for approval to the appropriate TMC.

For any questions, please contact Jocelyn Comtois, Telemedicine Coordinator at Bruyère Continuing Care.
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