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## TELEMEDICINE CLINICAL PROTOCOL TEMPLATE

**Organization: Centre for Addiction and Mental Health (CAMH)**

**Service/Program/Clinic: Geriatric Mental Health Program**

**Consultant: Dr Vincent Woo**

**Protocol prepared by: Dr Vincent Woo, Achira Saad**

**Date protocol effective: February 2009**

**Date protocol last reviewed:**

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### 1.0 Overview

The CAMH Geriatric Mental Health Program is dedicated to the provision of specialized, interprofessional assessment, treatment, consultation, and follow-up services to older persons with mental health and addiction problems. This program accepts referrals of clients 60 years of age and older. ***The referral process may be initiated by any individual, however a doctor's referral is necessary to access consultations from this clinic.***

The purpose of this Telemedicine service is to provide consultations with a geriatric psychiatrist in situations where it may be difficult to access specialty services. Unlike our general mandate, we do not provide ongoing follow-up for patients utilizing our services, so the expectation is that a family physician should be available to the patient as their main health care provider.

The different types of consultations that may be requested by the referring physician include the following:

1. Medication review
2. Diagnostic assessment of common psychiatric disorders
3. Behavioral management of dementia
4. Suitability of psychotherapy

#### **Inclusion criteria:**

1. Above the age of 60
2. Who may be independent or living in an assisted situation such as a retirement home or nursing home
3. Could have any of the following psychiatric diagnosis: mood disorders, psychosis, dementia with psychiatric features (rather than just memory loss)
4. English is primary language, or if family member accompanying who can translate and provide collateral history
5. Vision and hearing should be intact

#### **Exclusion criteria:**

1. Capacity assessments (either financial or for treatment)
2. Driving assessments

### 2.0 Referral and Scheduling Procedure

#### **CAMH Referral Documents**

- CAMH Geriatric Mental Health Program referral form
- CAMH Consent for Disclosure of Personal Health Information

All Referrals will be faxed to the Geriatric Mental Health Central Intake; **416-583-1296**. Inquires regarding this intake process can be directed to the CAMH Geriatric Mental Health Intake Coordinator; **416-525-8501 ext 2875**. Appropriate referrals will then be forwarded to the Ontario Telemedicine Network's (OTN)

scheduling service with available telemedicine clinic dates and times. The OTN scheduling department will arrange and confirm the clinic appointment with both the Patient and Patient site Telemedicine studio.

Standing clinic times will be available each week for booking by the Intake Coordinator. Currently available timeslots are Thursdays 1300 – 1430hr and 1500 – 1630hr.

### 3.0 Pre-consultation Workup

#### ***Telemedicine Site Preparation:***

Telemedicine consultations will be 60 minutes in length unless otherwise arranged. A 30-minute buffer will be provided between consults if two sessions are arranged in one day.

#### **3.1 Patient/Referring Site:**

A completed CAMH Geriatric Mental Health Program (GMHP) referral package will be faxed to the CAMH GMHP Central Intake by referring site/physician. **416-583-1272** prior to the patient appointment

- Should Dr Woo require pre clinic tests, this information will be communicated to the referring physician prior to the scheduled appointment
- The patient is reminded to bring a family member to the appointment
- The patient is reminded to bring their health card and list of current medications to the appointment
- The clinic appointment should be facilitated by the clinical TMC (health care professional)

#### **3.2 Consultant Site:**

Dr Woo will review all completed referrals and determine appropriateness for telemedicine consultation; CAMH will notify the referring physician if referral is not suited to Telemedicine.

Dr Woo will notify referring physician should he require additional tests or information prior to telemedicine appointment.

### 4.0 Day of the Telemedicine Consult

#### **4.1 Patient Consultation:**

1. The referring site Telemedicine / Site Coordinator will explain to the patient how the system works and review the how their personal health information will be protected and kept private.
2. The referring site Telemedicine / Site Coordinator will follow OTN's procedure for obtaining informed consent for participating in a telemedicine consultation. Patient will be registered for telemedicine appointment according to referring organization policy. ***Please ensure current OHIP number available***
3. Consultant site will establish the videoconference connection to the Referring site.
4. The Consultant will:
  - a. Dr Woo will be present and facilitate the consultation, which will consist of an interview with the patient, family member and the facilitator
5. The Referring site/TMC will:
  - a. The patient should arrive 15 minutes earlier than the booked time, and should be accompanied by a facilitator (preferably and RN) and family member. Pen, paper, Kleenex should be available. The patient should be seated in a chair directly in front of the camera, dressed regular clothes as a hospital gown is not necessary. The patient is reminded by

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OTN Scheduling department to bring all current medications including vitamin supplements and homeopathic or naturopathic preparations.

**4.2 Post Consultation:**

1. Dr Woo will review the assessment and recommendations with the patient. It will be reiterated that the referring physician will be responsible for implementing any changes.
2. Dr Woo makes recommendations to the Referring Physician, replicating as closely as possibly how this is managed in an in-person visit.
3. The teleconsultation is documented and stored following OTN's recommended procedure. The consultant will dictate a letter regarding the encounter with copies sent to CAMH clinical records department, the referring physician, and the patient's family physician. Other copies may be sent out as required.
4. The Referring Physician is responsible to organize any tests and sharing copies of results with Dr. Woo.

**4.3 Return Appointments:**

1. If on occasion a follow up visit is required, the scheduling of this event will occur through the CAMH Telemedicine Department in conjunction with OTN Scheduling services.