

LTC Virtual Consultation Program

	Monday – Friday 8 a.m. to 4 p.m.	After Hours/After 4p.m. weekdays & weekends
Who places the call from the LTC home?	One of: <ul style="list-style-type: none"> • Medical Director • Physician • Charge nurse • Director of Care • Senior administrator 	Physician
Before calling, please have this information ready	<ul style="list-style-type: none"> • Full Name • Date of birth • Health card # • Access to full resident record • Name, Email and phone number of the contact What Specialist(s) do you need to consult with? (Emergency Medicine, Geriatrics, General Internal Medicine, Mental Health, and Palliative Care available)	<ul style="list-style-type: none"> • Full Name • Date of birth • Health card # • Access to full resident record • Name, Email and phone number of the contact • What Specialist(s) do you need to consult with? (Emergency Medicine, and Palliative Care available)
What number do I call and who will I talk to?	<ul style="list-style-type: none"> • 1-888-582-1943 • Nurse Led Outreach Team (NLOT) 	<ul style="list-style-type: none"> • 1-888-582-1943 • Option 1: Urgent Registration Clerk for urgent ED and Palliative consults • Option 2: Non-Urgent A voicemail may be left for the NP Navigator whom will respond Monday to Friday between 8 a.m. and 4 p.m.
Response Time until consultation	<ul style="list-style-type: none"> • Within 30 minutes of receiving the request 	<ul style="list-style-type: none"> • Within 30 minutes of receiving the request
What kind of consultation will take place?	<ul style="list-style-type: none"> • Osler will email an invitation to a Zoom meeting • Click the link to the Zoom meeting (training materials are available) • Alternatively, NLOT/Specialist will call the provided phone number • Providing the LTC home has access to an Apple iPad or tablet with similar capabilities, a virtual visual examination may be conducted 	<ul style="list-style-type: none"> • Osler will email an invitation to a Zoom meeting • Click the link to the Zoom meeting (training materials are available) • Alternatively, the Specialist will call the provided phone number • Providing the LTC home has access to an Apple iPad or tablet with similar capabilities, a virtual visual examination may be conducted
What happens following the consultation?	<ul style="list-style-type: none"> • The Specialist(s) may make recommendations for care, such as: <ul style="list-style-type: none"> - prescriptions - pain and comfort management - follow-up call(s) - transfer to hospital for further investigation and diagnostic tests 	<ul style="list-style-type: none"> • The Specialist(s) may make recommendations for care, such as: <ul style="list-style-type: none"> - prescriptions - pain and comfort management - follow-up call(s) - transfer to hospital for further investigation and diagnostic tests
How will the consultation notes be provided to the LTC home?	<ul style="list-style-type: none"> • NLOT will provide preliminary consultation notes via the LTC's PCC software, if access is provided • Dictated notes by the Specialist(s) will be sent, via fax, within 24 hours 	<ul style="list-style-type: none"> • Dictated notes by the Specialist(s) will be sent, via fax, within 24 hours • The LTC physicians will summarize the consultation in their own notes and provide to the home's internal documentation