

Long-Term Care & Retirement Home Consult Line

Service details for health care providers

1-8338-2HELPU

Service to support Primary Care Providers, Nurse Practitioners and Medical Directors in Long-Term Care and Retirement Homes

- Provides 24/7 access to general internal medicine (GIM) consults
- Provincial phone number to support the delivery of best possible care, reduce treatment delays and unnecessary transfers to hospital while ensuring a person-centered approach to care during COVID-19
- **Organizations with access to similar programs in their region are encouraged to continue to use those programs (i.e. the LTC+ program in Toronto region). Service available at no cost and accessible until October 30, 2020**

When should I call the LTC & RH Consult Line?

- You require urgent access to supplementary support from a general internal medicine specialist (e.g., interpreting test results, choosing pharmaceutical treatments, etc.)
- You are unsure about how to best manage a residents' acute clinical change and may be considering a transfer to hospital

How LTC & RH Consult Line Works:

- PCP/NP/Medical Director starts the process by:
 - Calling **1-8338-2HELPU (1-833-824-3578)** to connect with a specialist
 - Connects with specialist on-call to discuss case and develop treatment plan
 - Receives written consult notes for medical chart from specialist via secure email*
 - Interacts with resident/family and on-site staff to direct further care

What information should I have when calling?

- Information about the resident:
 - OHIP Number (for consultant to access patient info via clinical viewers (e.g. ConnectingOntario, ClinicalConnect, etc.)
 - Vital signs
 - Goals of care (if known)
 - Past medical history and up-to-date medication list

- Other information:
 - Secure email address* where the specialist notes can be sent to after the consult
 - A phone number where you can be reached for call back if needed
 - Name and location of the home you are calling from

What am I expected to do?

- The PCP/NP/Medical Director will:
 - Require access to a secure email address* to receive consultation notes
 - Add consult note to the permanent medical record
 - Physicians may bill for service. Per the Ontario Health Insurance Plan Division of the Ministry of Health, if a service is described in the Schedule of Benefits, (such as the K730) use an existing code. If a service does not meet criteria of the existing codes in the Schedule but does meet the criteria of telephone COVID code use the temporary codes. The new codes are not meant to replace existing services in the Schedule
 - Additional Resources:
 - [OHIP Bulletins](#) : See Bulletin #4745 for information on new temporary codes in response to COVID 19
 - Bulletin on [Telephone Consultation Codes](#)
 - [OMA's FAQ on Virtual Care Telephone and Video Codes](#)
 - For further questions around billing you can contact: Service Support Contact Centre here: SSContactCentre.MOH@ontario.ca, or call 1-800-262-6524

*** Tip! If you do not have access to secure email you can sign up for ONE Mail. Click [HERE](#) for more info.**

For general inquiries or questions about the LTC & RH Consult Line contact: tcrh.consult@wchospital.ca.