

## Resources to Support Virtual Care in Long Term Care Homes

This document provides long term care (LTC) homes with links to resources to help support the use of virtual care. It serves as a companion to '[Virtual Care Supports for LTC Homes During the COVID-19 Pandemic](#)'.

### How to Use This Document

#### **Section 1: Ontario Virtual Care Programs and Services for LTC**

Identify the appropriate virtual care programs and services for various LTC home needs.

#### **Section 2: Resources for Ontario Virtual Care Programs and Services**

Find resources to support the adoption and implementation of the services and programs in Section 1.

#### **Section 3: Additional Resources for LTC**

Access resources developed specifically for LTC homes and other congregate settings to support the adoption, implementation, and maintenance of virtual care.

#### **Section 4: General Virtual Care Resources**

Access to resources not specific to any one sector but may provide helpful insights for LTC homes.

### Section 1: Ontario Virtual Care Programs and Services for LTC

LTC Home Need	Virtual Care Solutions			Programs with Virtual Services	
	OTN Video <i>Provider-Patient, Provider-Provider</i>	VirtualCare™ <i>Provider-Patient</i>	eConsult <i>Provider-Provider</i>	GeriMedRisk <i>Provider-Provider</i>	Behavioural Supports Ontario <i>Provider-Patient, Provider-Provider</i>
Primary Care	✓	✓			
Specialist Consult (GIM)	✓		✓		
Specialist Consult (Other)	✓		✓	✓ *	
IPAC	✓		✓ <a href="#">COVID 19- BASE Specialty Group</a>		
Allied Health Professionals (PT, OT, SW)	✓	✓		✓ * Geriatric Pharmacy	
Palliative Care	✓		✓		
Behavioural Support	✓	✓	✓		✓ * Clinical Consultation & Capacity Building
Geriatric Pharmacy & Clinical Pharmacology	✓		✓	✓ *	
Geriatric Psychiatry	✓		✓	✓ *	
Geriatric Medicine	✓		✓	✓ *	

\* Utilizes OTN Video, eConsult, and/or Telephone to provide services.

## Section 2: Resources for Ontario Virtual Care Programs and Services

Program / Service	Resource	Key Content and Documents
Behavioural Services Ontario (BSO)	<a href="#">BSO Resource Site</a>	<ul style="list-style-type: none"> <li>• <a href="#">Find local BSO services</a></li> <li>• <a href="#">COVID-19 Resource Page</a></li> <li>• <a href="#">Knowledgeable Care Teams &amp; Capacity Building: BSO's Path Forward within the Pandemic Context</a></li> </ul>
GeriMedRisk	<a href="#">GeriMedRisk</a>	<ul style="list-style-type: none"> <li>• <a href="#">How to consult GeriMedRisk</a></li> <li>• <a href="#">COVID-19 Resources for Clinicians</a></li> </ul>
Ontario eConsult Program	<a href="#">Long Term Care Resources</a>	<ul style="list-style-type: none"> <li>• <a href="#">How to Submit an eConsult</a></li> <li>• <a href="#">Frequently Asked Questions</a></li> <li>• <a href="#">Sample Cases from LTC</a></li> <li>• <a href="#">Cost Savings and Usage Estimator</a> and <a href="#">Guide</a></li> <li>• eConsult Feasibility in LTC (<a href="#">Article</a> and <a href="#">Infographic</a>)</li> </ul>
OTN Video	<a href="#">Direct-to-Patient Video Visit Toolkit</a>	<ul style="list-style-type: none"> <li>• <a href="#">How to schedule and join a video visit</a></li> <li>• <a href="#">Resource for Patients</a></li> <li>• <a href="#">Brochure for Patients</a></li> <li>• <a href="#">Identifying Appropriate Patients for Video Visits</a></li> <li>• <a href="#">Patient Technical Eligibility (for staff use)</a></li> <li>• <a href="#">Checklist: Patient consent to participate in a video visit</a></li> <li>• Billing Guidelines:               <ul style="list-style-type: none"> <li>○ <a href="#">OHIP Virtual Care Physician Registration Form</a></li> <li>○ <a href="#">Virtual Care Billing Information Manual</a></li> </ul> </li> </ul>
VirtualCare™ (Think Research)	<a href="#">VirtualCare™ Guidance</a>	<ul style="list-style-type: none"> <li>• VirtualCare™ Workflow</li> <li>• VirtualCare™ Use Cases</li> <li>• VirtualCare™ Implementation Plan</li> </ul>

### Section 3: Additional Resources for LTC

Organization	Last Updated	Resource	Key Content and Documents
Accreditation Canada / Health Standards Organization	August 2020	<a href="#">COVID-19 Toolkit - Community and Home-Based Services</a>	<ul style="list-style-type: none"> <li>Tips and Considerations to Ensure a Successful Virtual Care Encounter (pg.8)</li> </ul>
Hamilton Health Sciences, Nurse Lead Outreach Team, St. Joseph's Healthcare Hamilton	April 2020	<a href="#">Virtual Care Resources</a>	<ul style="list-style-type: none"> <li><a href="#">Sample consent form</a></li> <li><a href="#">Guide for patients connecting to eVisit</a></li> <li><a href="#">Sample nursing process for virtual care in LTC</a></li> </ul>
St. Joseph's Health Centre Guelph	June 2020	<a href="#">Virtual Care Toolkit</a>	<ul style="list-style-type: none"> <li><a href="#">Using Virtual Care in LTC and Retirement Homes</a></li> </ul>

### Section 4: General Virtual Care Resources

Organization	Last Updated	Resource	Key Content and Documents
Accreditation Canada / Health Standards Organization	May 2020	<a href="#">Covid-19 Toolkit – Virtual Care</a>	<ul style="list-style-type: none"> <li>Virtual care success guide for patients (pg.4)</li> <li>Virtual care success guide for health professionals (pg.5)</li> </ul>
American Medical Association	April 2020	<a href="#">Telehealth Implementation Playbook</a>	<ul style="list-style-type: none"> <li>The path to implementation (pg. 16)</li> <li>Making the case (pg. 38)</li> <li>Designing the workflow (pg. 48)</li> <li>Evaluating success (pg. 68)</li> </ul>
Canadian Medical Association	March 2020	<a href="#">Virtual Care Playbook</a>	<ul style="list-style-type: none"> <li>Fitting virtual care into your practice workflow (pg.2)</li> <li>Technology requirements (pg.4)</li> <li>What problems can be safely assessed and treated (pg.6)</li> <li>Sample disclosures, consent, and chart templates (pg.10)</li> </ul>

Organization	Last Updated	Resource	Key Content and Documents
College of Nurses of Ontario	June 2020	<a href="#">Telepractice Guideline</a>	<ul style="list-style-type: none"> <li>• Providing and documenting care (pg. 4)</li> <li>• Consent, privacy, and confidentiality (pg. 7)</li> <li>• Case scenarios (pg. 11)</li> </ul>
Dr.Bill	July 2020	<a href="#">Virtual Care Guide During COVID-19</a>	<ul style="list-style-type: none"> <li>• What you need to get started</li> <li>• OTN virtual care requirements</li> <li>• How to document patient consent statements</li> <li>• How to bill for virtual care</li> </ul>
Ontario Health – Quality	March 2020	<a href="#">Adopting and Integrating Virtual Visits into Care</a>	<ul style="list-style-type: none"> <li>• Virtual visit solution procurement (pg.6)</li> <li>• Privacy and security requirements (pg.9)</li> <li>• Onboarding patients (pg.11)</li> <li>• Obtaining consent (pg.18)</li> </ul>
OntarioMD	May 2020	<a href="#">Virtual Care Resources</a>	<ul style="list-style-type: none"> <li>• <a href="#">How to use virtual care with your patients</a></li> <li>• <a href="#">Virtual care webinars for physicians</a></li> <li>• Consent statement templates</li> </ul>
Registered Nurses' Association of Ontario (RNAO)	February 2017	<a href="#">Adopting eHealth Solutions: Implementation Strategies</a>	<ul style="list-style-type: none"> <li>• Individual and organization recommendations (pg.28)</li> <li>• Education recommendations (pg.62)</li> <li>• Implementation strategies (pg.77)</li> <li>• <a href="#">Quick reference guide</a></li> </ul>

This document includes virtual care supports that are currently funded and available across Ontario, other solutions are available. For more information, please email [info@otn.ca](mailto:info@otn.ca).

[Send us your feedback!](#)

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