

## SHOP TELEMEDICINE EQUIPMENT PROTOCOL

**Organization:** Summit Housing & Outreach Programs

**Service/Program/Clinic:** All Programs

**Protocol prepared by:** Lindsay McDonald

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### 1.0 Overview

Summit Housing & Outreach Programs provides leadership in supportive housing, case management and systemic advocacy for people with serious mental illnesses. The OTN Telemedicine systems in Oakville and Acton are available primarily for mental health and addiction support, but are available for use as the needs of the community dictates. The systems can be used for case conferences, client consultations with healthcare professionals, educational events, and for partner agency use.

#### Inclusion Criteria

Clients of partner agencies wishing to use the service must be accompanied by a staff member of the partner agency while on the premises. All SHOP and partner agency staff must receive training on the system prior to the first use.

#### Exclusion Criteria

Participants acting in an aggressive, threatening, intoxicated or violent manner will have their sessions ended immediately and will be asked to leave the premise. Any intentional damage to the equipment will result in police involvement. SHOP staff are required to follow the SHOP Electronic Communication Policy and Procedures as well as this protocol.

### 2.0 Referral and Scheduling Procedure

Request to use the service should be directed to the SHOP Telemedicine Coordinator. The Telemedicine Coordinator will book telemedicine events, book the site room and coordinate with participants. Confirmation from the SHOP Telemedicine Coordinator is required prior to using the Acton or Oakville systems. Multi-site events must be booked at least 48 hours in advance.

The Telemedicine Coordinator will require the following information to book an OTN event:

- Staff name, title, agency and email address
- Client first name, last initial (for clinical events)
- Consent form signed by client or SDM (for clinical events)
- Date of the session requested
- Time and length of the session requested (2400 format)
- Site requested (Acton or Oakville)
- Purpose of the event (clinical, educational, etc.)
- OTN Site Address of the other participants and contact name(s)

Contact Lindsay McDonald, SHOP Telemedicine Coordinator at [lmcdonald@summit-housing.com](mailto:lmcdonald@summit-housing.com) to book an event.

Andrea Mous is the back-up SHOP Telemedicine Coordinator and can be reached at [amous@summit-housing.ca](mailto:amous@summit-housing.ca)

### **3.0 Preparation Requirements**

#### **Client Preparation**

SHOP staff and partner agency staff should ensure any information required for the session (i.e. medication lists) are received from the client prior to the beginning of the session. The presenter of any educational event should ensure all materials are prepared and distributed prior to the session. If a presenter at the Acton or Oakville sites would like to use a Power Point Presentation, a copy will need to be sent to the Telemedicine Coordinator at least 48 hours prior to the event.

#### **Telemedicine Studio Preparation**

Notify the Telemedicine Coordinator of any equipment positioning requirements or furniture arrangements when booking the session. Please note none of the sites are currently wheelchair accessible.

### **4.0 Telemedicine Session**

#### **Starting clinical Telemedicine Sessions**

Participants are asked to arrive 10 minutes prior to the beginning of the session. The SHOP staff or partner agency staff present verifies the identity of the patient. The Telemedicine Coordinator or SHOP delegate explains how the system works to the patient and reviews how their personal health information will be protected and kept private. When the session starts, staff present should ensure doors and blinds are closed for confidentiality and privacy. A sign may be placed on the door indicating an event is in session.

#### **Starting Educational Sessions**

Presenters are asked to arrive at least 10 minutes prior to the beginning of their session with any materials required. The Telemedicine Coordinator or SHOP delegate explains how the system works to the presenter. When the session starts, staff present should ensure doors are closed for privacy. A sign may be placed on the door indicating an event is in session.

#### **Ending Telemedicine Sessions**

The session will automatically end at the scheduled time. Sessions cannot be extended beyond the scheduled time; please ensure you book enough time initially.