

**INFLAMMATORY BOWEL DISEASE CENTRE
TELEMEDICINE CLINICAL PROTOCOL**

Organization: Sinai Health System

Program/Clinic: Inflammatory Bowel Disease

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1.0 Overview

Inclusion Criteria:

- 1) Age 18 years or older
- 2) Known or suspected Inflammatory bowel disease (Crohn's Disease, Ulcerative Colitis, or IBD Unclassified)

Exclusion Criteria:

Patient's living within 100 kilometers of Mount Sinai Hospital

2.0 Referral and Scheduling Procedure

Referrals should be made by the following: family physician, nurse practitioner, general internist, gastroenterologist, or general surgeon using the PACE Inflammatory Bowel Disease – **Telemedicine Referral** form. The referral form can be found on the Centre's website <http://www.zanecohencentre.com/ibd/ibd-patient-referral> or within the OTN directory under an associated IBD program consultant (listed above). Please note that a consultation request can be made for the "first available appointment" or with a specific IBD gastroenterologist. The referral, along with relevant supporting documentation should be faxed to 416-586-5971 or securely emailed to paceibd.msh@sinaihealthsystem.ca.

For new referrals, the referral form and provision of supporting documents should be received at least 2 weeks prior to the anticipated date of consultation. Submission of the referral request does not guarantee acceptance for either a telemedicine or in-person consultation.

For follow-up telemedicine appointments, copies of reports regarding relevant investigations or procedures carried out since the previous appointment (telemedicine or in-person) should be provided at least 7 days in advance of the telemedicine appointment. This may include blood test results, imaging

studies, endoscopic investigations, surgical procedures and pathology reports.

Once the referral has been triaged by a PACE IBD gastroenterologist, our telemedicine coordinator will schedule the consultation via Ncompass and confirm with the patient, as well as the OTN site.

Telemedicine consultations are held Monday to Thursday. Please note that the appointment is contingent on the individual consultant's schedule. New consultations require 40 minutes and follow-up appointments require 20 minutes.

3.0 Preparation Requirements

Patient Preparation

- Prior to each consultation, the IBD telemedicine coordinator will send the patient a clinic questionnaire to be completed and returned at least one week prior to the appointment.
- Patients should bring their current medications, or a list of medications and dosages.
- Patients with a stoma should bring a change of equipment, and patients with a dressing should bring a dressing change.

Telemedicine Studio Preparation

- Relevant imaging studies should be available for review
- Where accessible, endoscopic photos should also be made available
- Patient exam camera should be available for the inspection of the perineum

Referring Site

Reports of imaging studies, surgical and endoscopic procedures, pathology reports and previous consultations should be provided by fax to 416-586-5971 or securely emailed to paceibd.msh@sinaihealthsystem.ca, along with the PACE IBD telemedicine referral form at least 2 weeks prior to the consultation date.

Specialist Site

Prescription pads and pharmacy fax forms, laboratory requisitions (external laboratory), imaging requisitions, consultation request forms, TB test requests and endoscopy consent forms.

4.0 Telemedicine Session

- ✓ The referring site Telemedicine Coordinator verifies the identity of the patient.
- ✓ The referring site Telemedicine Coordinator obtains informed consent for the session (refer to OTN guidelines).
- ✓ The referring site Telemedicine Coordinator explains how the system works to the patient and reviews how their personal health information will be protected and kept private.
- ✓ The Specialist introduces himself or herself to the patient before the exam begins, and introduces any other IBD team members present in the room.

- ✓ The patient encounter continues with examination and assessment components as required.

Examination and Assessment Requirements

The telemedicine “nurse” coordinator is requested to obtain the patient’s weight and vital signs.

The telemedicine “nurse” coordinator should be present to assist with certain aspects of the physical examination including when necessary:

- palpation of the abdomen
- inspection of the perineum

Ending Telemedicine Sessions

- ✓ The gastroenterologist makes recommendations for follow-up, replicating as closely as possible how this is managed in an in-person visit (e.g. prescriptions, laboratory testing, and referrals to other care providers).
- ✓ The telemedicine session is documented and stored (refer to OTN Guideline).
- ✓ Upon request by the consulting gastroenterologist, the referring physician organizes additional testing and shares copies of the results with the specialist.
- ✓ The patient is informed if a follow-up visit is required, and whether the visit will be via telemedicine or in-person at Mount Sinai Hospital depending on requirements.

Follow-up

Requirement for, and timing of, follow-up TM visit will be communicated to the patient at the end of the session and will be scheduled by the IBD telemedicine coordinator in conjunction with the consultant’s assistant. The IBD telemedicine coordinator will then communicate directly with the patient the next telemedicine appointment.

Where a follow-up in-person visit or endoscopic procedure is required, this will be scheduled by the consultant’s assistant and directly communicated to the patient.