

eReferral
AND CONSULTATION

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Transforming Care: Improving Access to Health Services through the Implementation of Store and Forward Technology in Manitoba

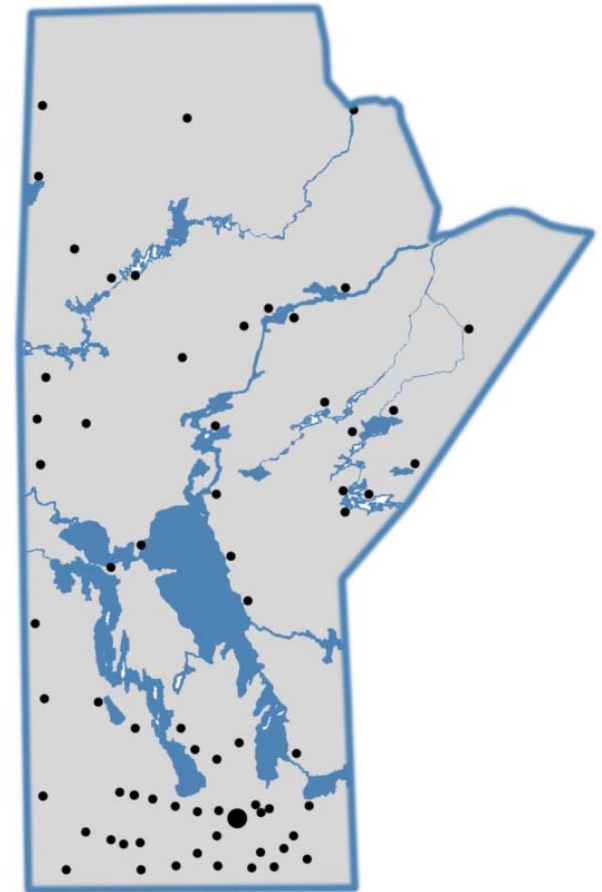
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MBTelehealth

- **Manitoba's Telehealth Network**
 - **2001 MBTelehealth is established with 28 sites:**
 - Rural and Northern Manitoba - 21
 - Winnipeg - 7
 - Sites located in all 11 Manitoba Regional Health Authorities
 - **2015 – 148 sites and growing...**
 - RHA Amalgamation 5 RHA's
 - Rural and Northern Manitoba - 110
 - Winnipeg – 38
- **Expansion with Limited Staffing Increases**
 - **Integration**– Supporting users in independent use of video conference equipment
 - **Facilitator Role** – eHealth Services vs TH specific



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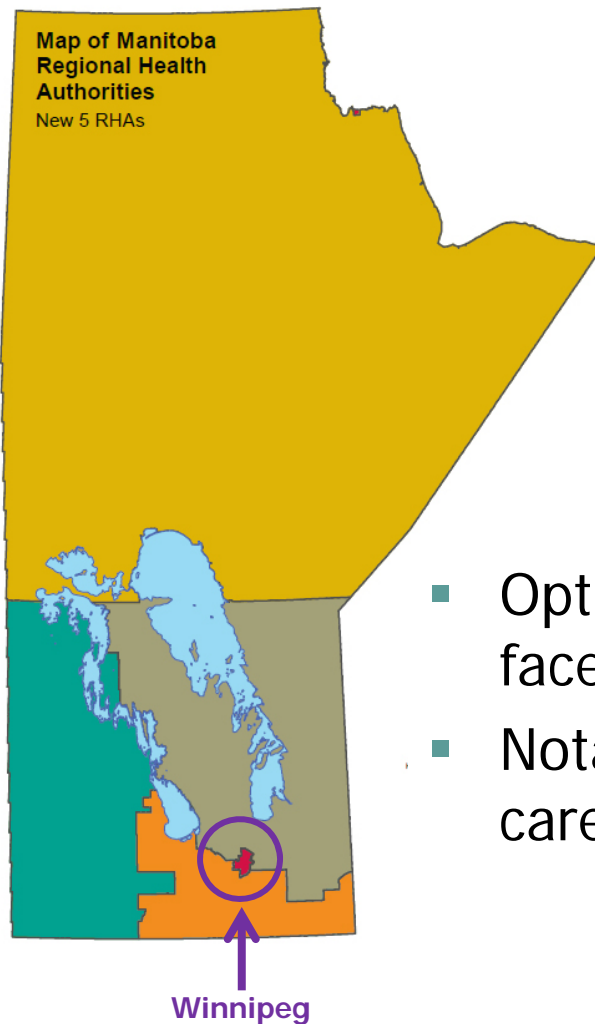
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Why Store and Forward



- Manitoba has a low population density
- Recommended ratio is 1:65,000 and Manitoba has 1:92,000
- Most Manitoba dermatologists practice in **Winnipeg**
- Options for dermatology care are face to face or video conferencing
- Notable increases in requests for specialist care

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Benefits of Store and Forward

- Decreased wait time
- Reduced travel time & cost
- Increased access to specialist care
- Uses existing clinic infrastructure
- Manitoba Health can be billed directly
- Service during non-traditional hours
- More efficient use of specialist time
- General practitioner remains main provider
- Medical education and shared care opportunities
- Web based software that can be accessed anywhere



How Store and Forward Works

Step 1: Referring Primary Health Care Provider

- The referring primary health care provider uses Store and Forward technology to input health information and capture digital images.

Step 2: Documentation and Digital Images

- The digital images and health information are “stored” on a secure server.

Step 3: Specialist

- A notification of newly ‘stored’ data is securely transmitted, or “forwarded”, to a specialist for assessment, diagnosis and/or treatment recommendations.

Step 4: Follow Up

- The primary health care provider is notified that the Store and Forward consult has been processed by the specialist and makes arrangements to follow up with the client.

iScheduler – Referral View

Store and Forward

Create Store and Forward

APPOINTMENT INFO | PATIENT INFO | HISTORY | ATTACHMENTS | ADDITIONAL INFO

S and F Dermatology Referral Requirements

1. Reason for Consultation:

- Diagnosis Describe:
- Second Opinion
- Recommendation for Treatment
- Other (Please Describe)

2. Patients Chief Complaint:

- Rash Describe:
- Growth
- Acne
- Nail
- Hair
- Other (Please Describe)

3. Location:

4. Duration of Illness

- Days
- Weeks
- Months
- Years

5. Symptoms (select one or more)

- Pain
- Itch
- Other (Please Describe):

Comments:

6. Prescribed treatment to date:

- N/A
- Other (Please Describe) Describe:

7. Previous Pathology:

- N/A
- Other (Please Describe) Describe:

8. Allergies:

- No Known Allergies
- No Known Drug Allergies
- Unknown (Please Describe) Describe:

9. Biopsy Results/Laboratory Date:

- N/A
- Other (Please Describe) Describe:

10. Recent Travel:

- N/A
- Other (Please Describe) Describe:

iScheduler – Specialist View

TELUS iScheduler®
 Powered by Eceptionist®

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 Bringing health care closer to home

List of Open Store and Forward Records

Store and Forward Detail

Edit Open Store and Forward

APPOINTMENT INFO | PATIENT INFO | HISTORY | **ATTACHMENTS** | ADDITIONAL INFO | CLOSEOUT INFO | AUDIT

3/9/2015 X 3/9/2015 X 3/9/2015 X

Upload File Add New

FULL PATH	DESCRIPTION	CANCEL ALL
No file		

NOTE: Maximum number is 3 file(s) at same time.

TELUS iScheduler®
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 Bringing health care closer to home

List of Open Store and Forward Records

Store and Forward Detail

Edit Open Store and Forward

APPOINTMENT INFO | PATIENT INFO | **HISTORY** | ATTACHMENTS | ADDITIONAL INFO | CLOSEOUT INFO | AUDIT

S and F Dermatology Referral Requirements	
1. Reason for Consultation:	Diagnosis
2. Patients Chief Complaint:	Rash
3. Location:	left arm
4. Duration of Illness	Days
5. Symptoms	Pain
6. Prescribed treatment to date:	N/A
7. Previous Pathology:	N/A

Store and Forward – Pilot Project

- In March 2010 an asynchronous Store and Forward solution was piloted to demonstrate viability of the solution for dermatology assessments.
- Project ran from April 2010 to September 2010.
- Involved 1 dermatologist who worked with us to develop patient history and exclusion criteria.
- 3 referring primary care sites, with a total of 28 primary care providers participated.



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Patient Survey Results

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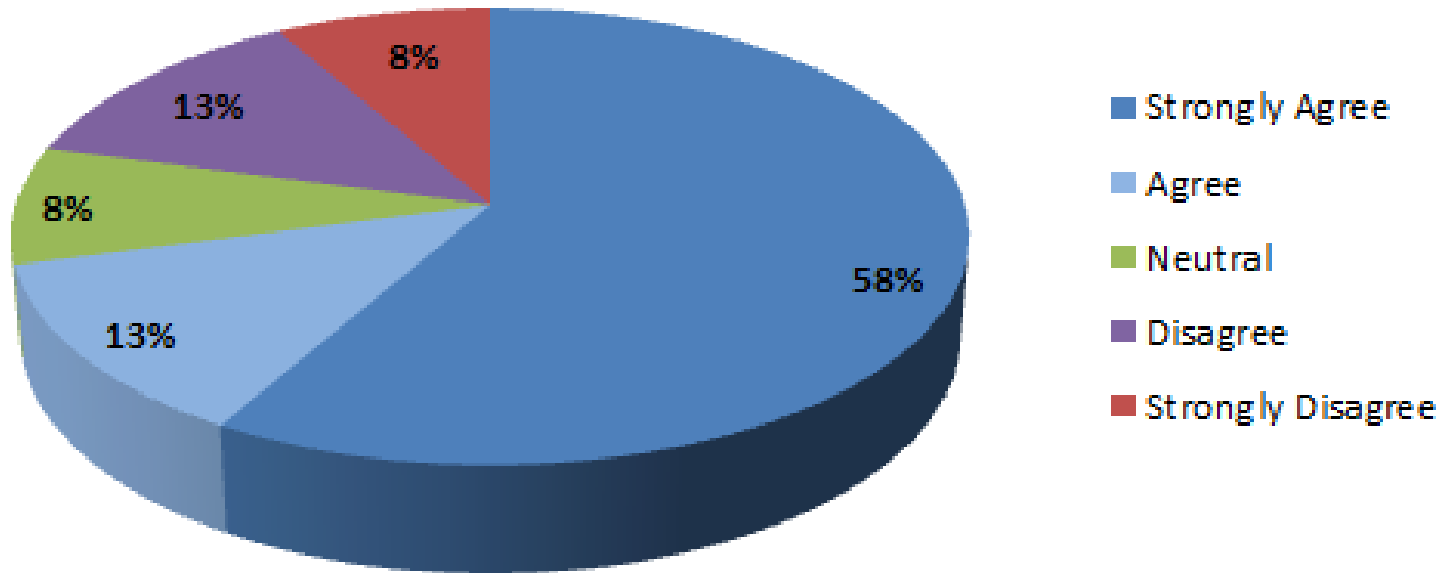
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Patient Survey Results

- 8 question survey sent to all patients who used SAF service
- 5 quantitative, 3 short answer qualitative questions
- 143 SAF referrals
- 24 responses – 16.7 % response rate

Patient Survey Results

Having my appointment by Store and Forward saved me time



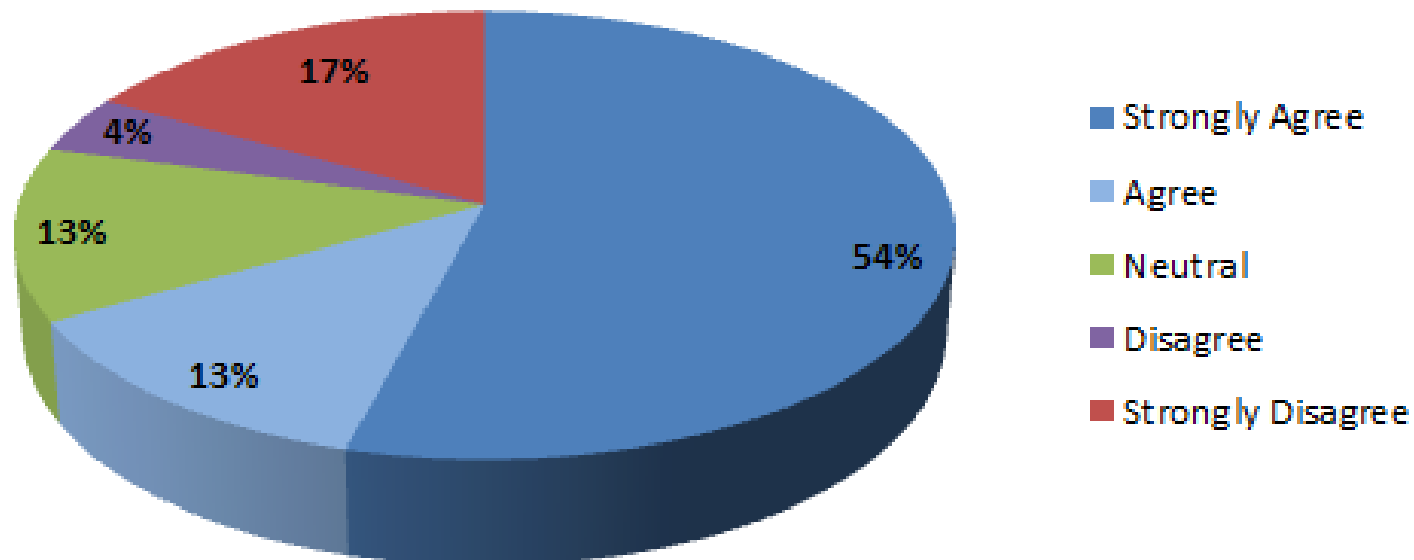
Patient Survey Results

What did you like about your SAF appointment?

- “It saved me time going into the city for an appointment”
- “It was great. Not taking my son out of school, driving for an hour for the specialist to take a 30 second look and tell us it’s fine”
- “It was quick and easy. Just a matter of taking a few photos”
- “I didn’t have to go to Winnipeg and it speeded up the diagnosis and treatment”

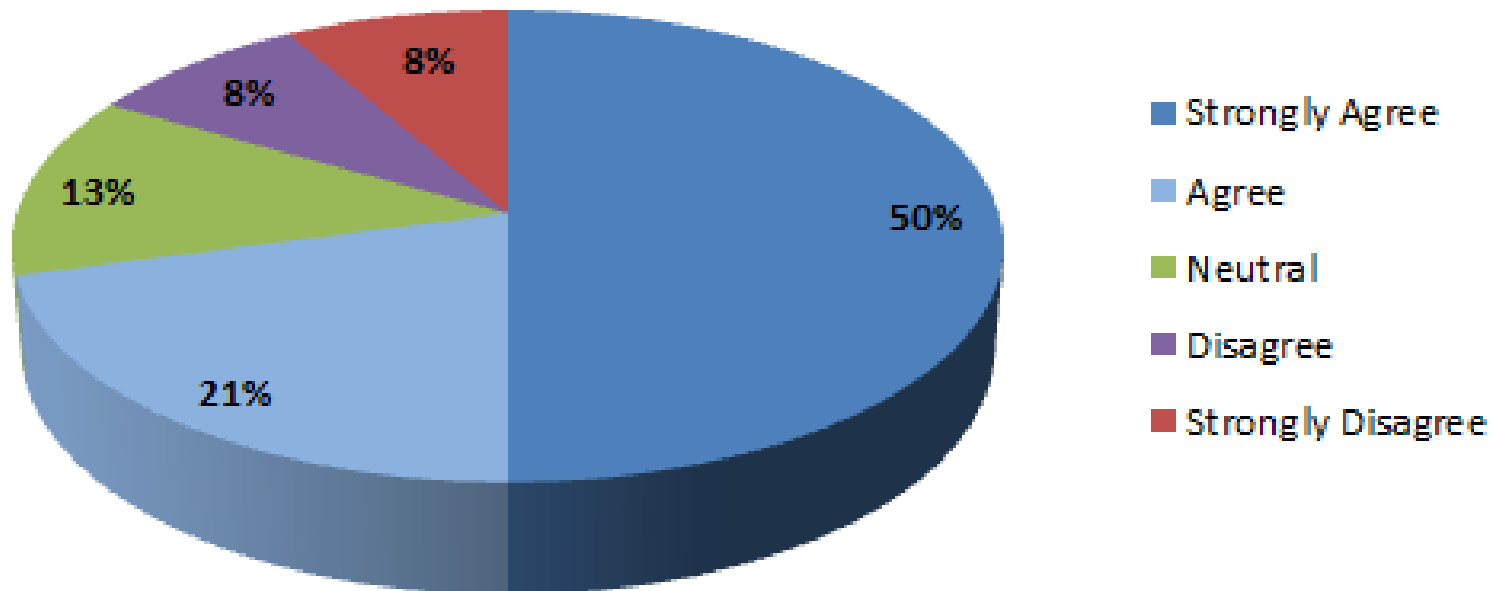
Patient Survey Responses

Having my appointment by SAF saved me money



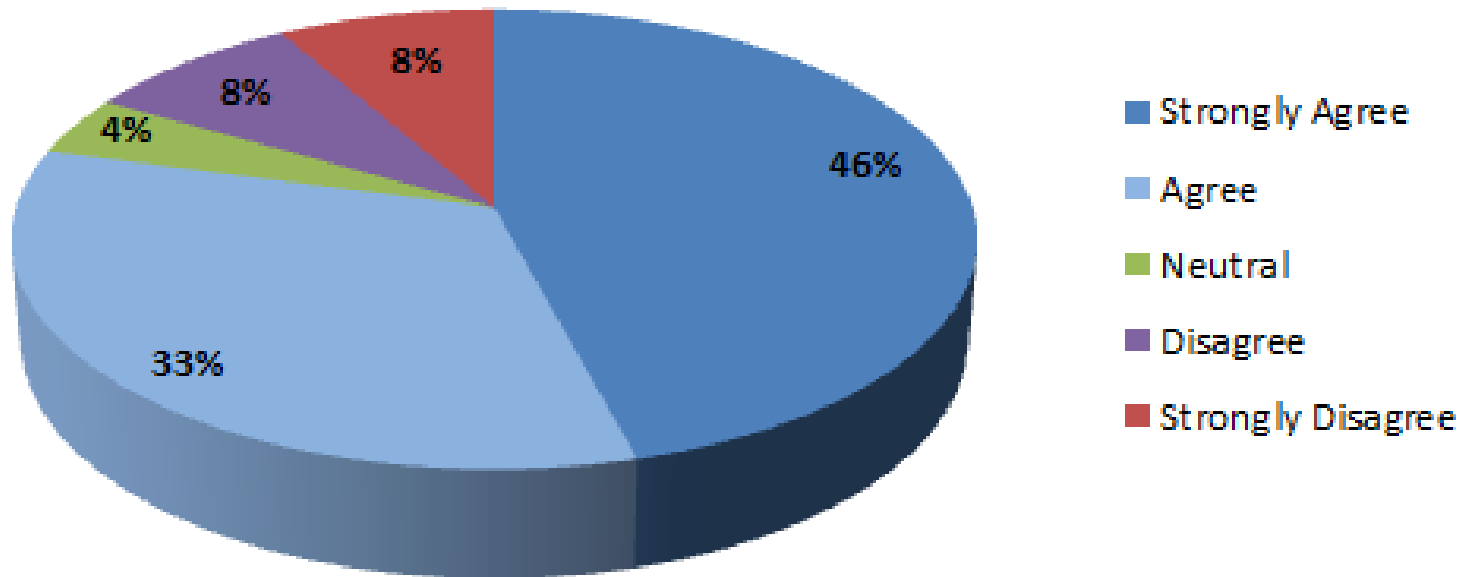
Patient Survey Responses

I received a response from my health care provider regarding my SAF consultation in an appropriate amount of time



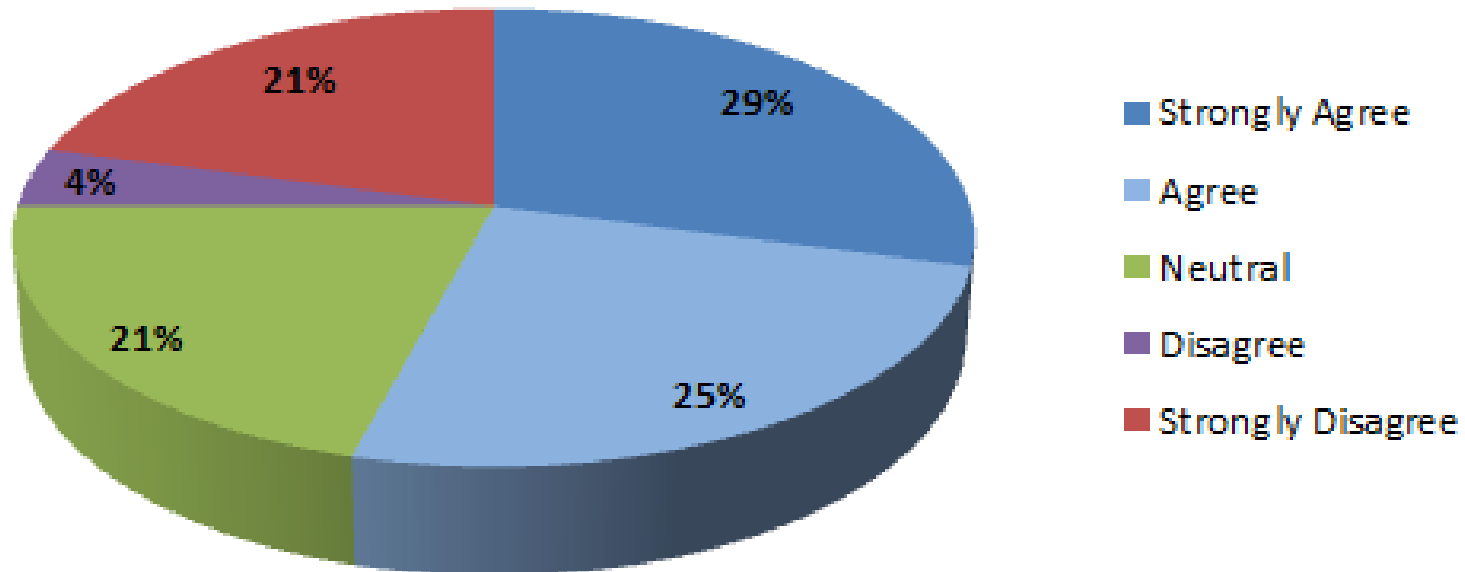
Patient Survey Responses

I thought that using SAF dealt with my dermatology issue in a timely fashion.



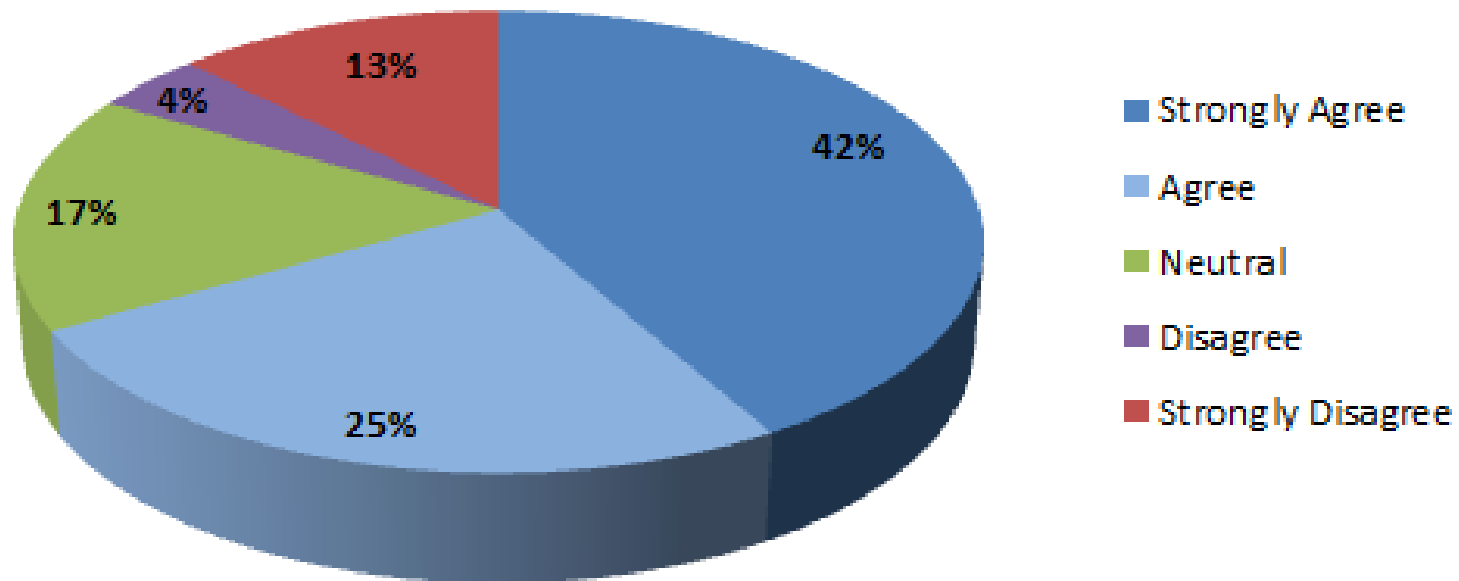
Patient Survey Responses

I felt that I received the same care using SAF that I would have received if I had seen the dermatologist in person.



Patient Survey Responses

I would recommend using SAF to my family or friends.



Provider Survey Results

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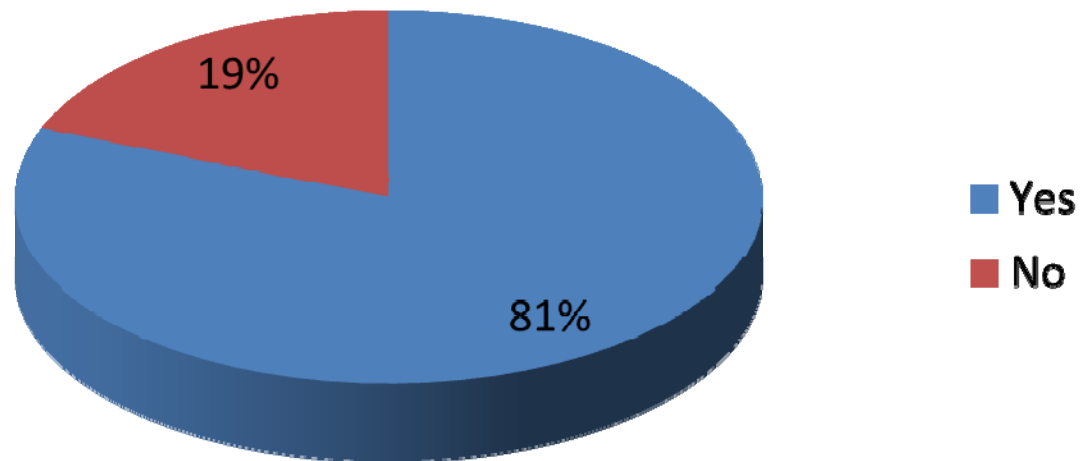
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Primary Care Provider Survey

- 13 question survey
- Offered to 7 Manitoba based clinics using SAF between April 1, 2012 and March 31, 2013
- 22 responses

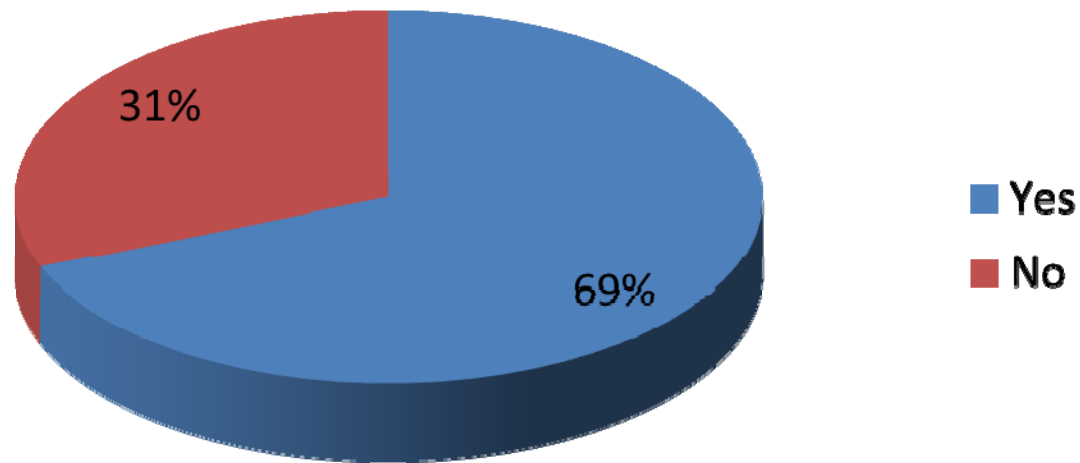
Provider Survey Results

**Health care providers found
the software to be user
friendly**



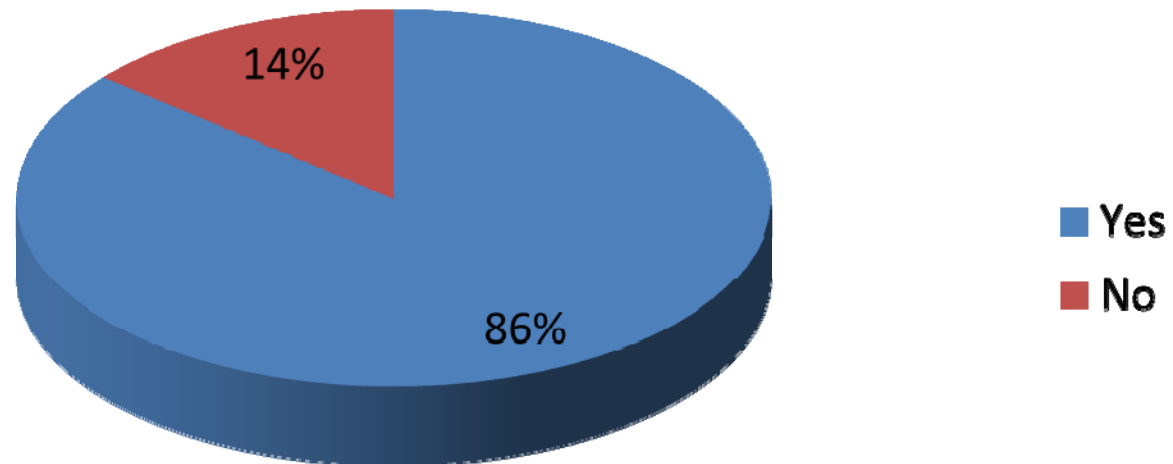
Provider Survey Results

The SAF submission process is faster than standard referral processes



Provider Survey Results

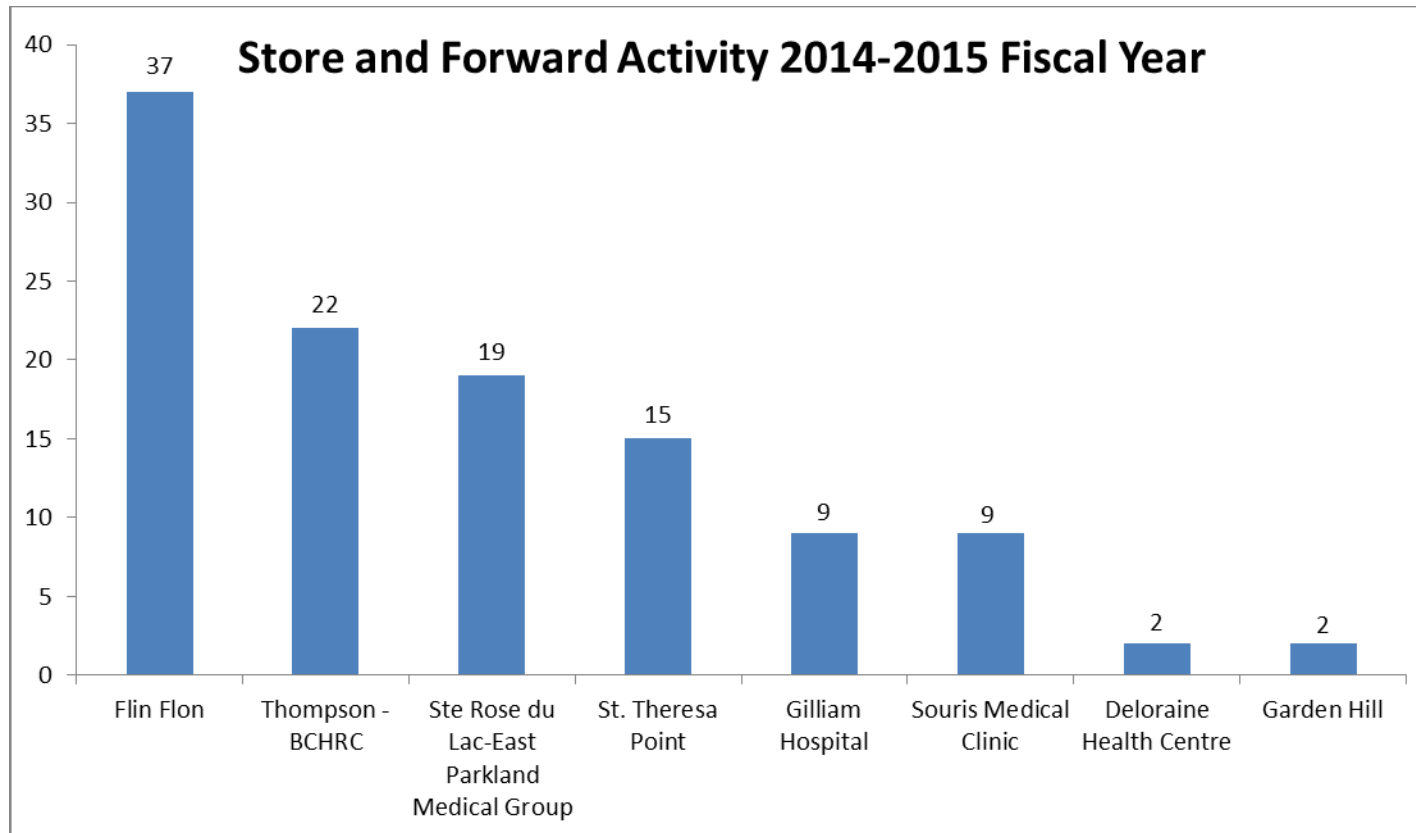
Clients referred using SAF received treatment and diagnosis responses faster than standard referrals



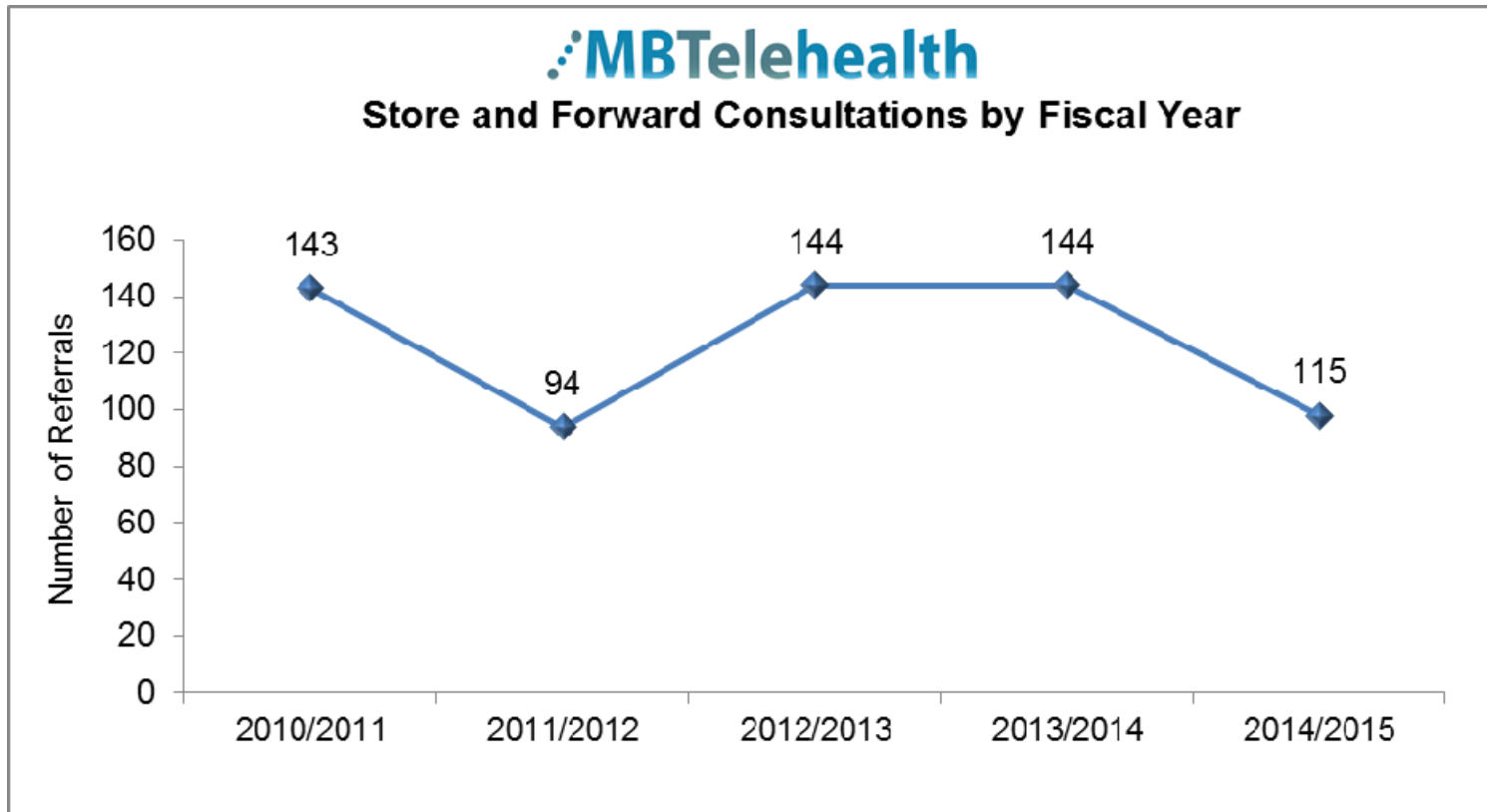
Store and Forward – Current State

- 2 providers
- 8 Active Sites

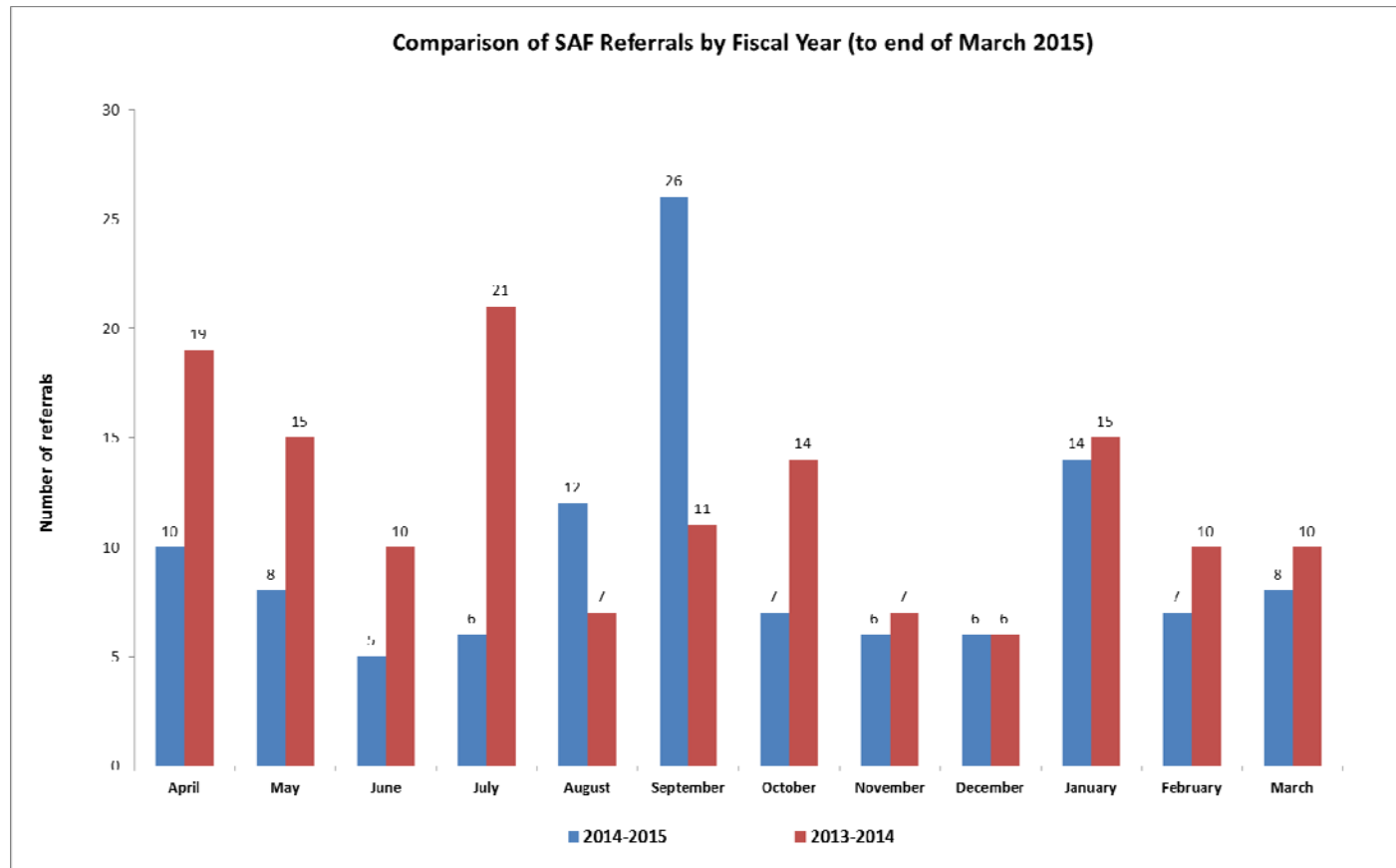
Total Referral by Clinic



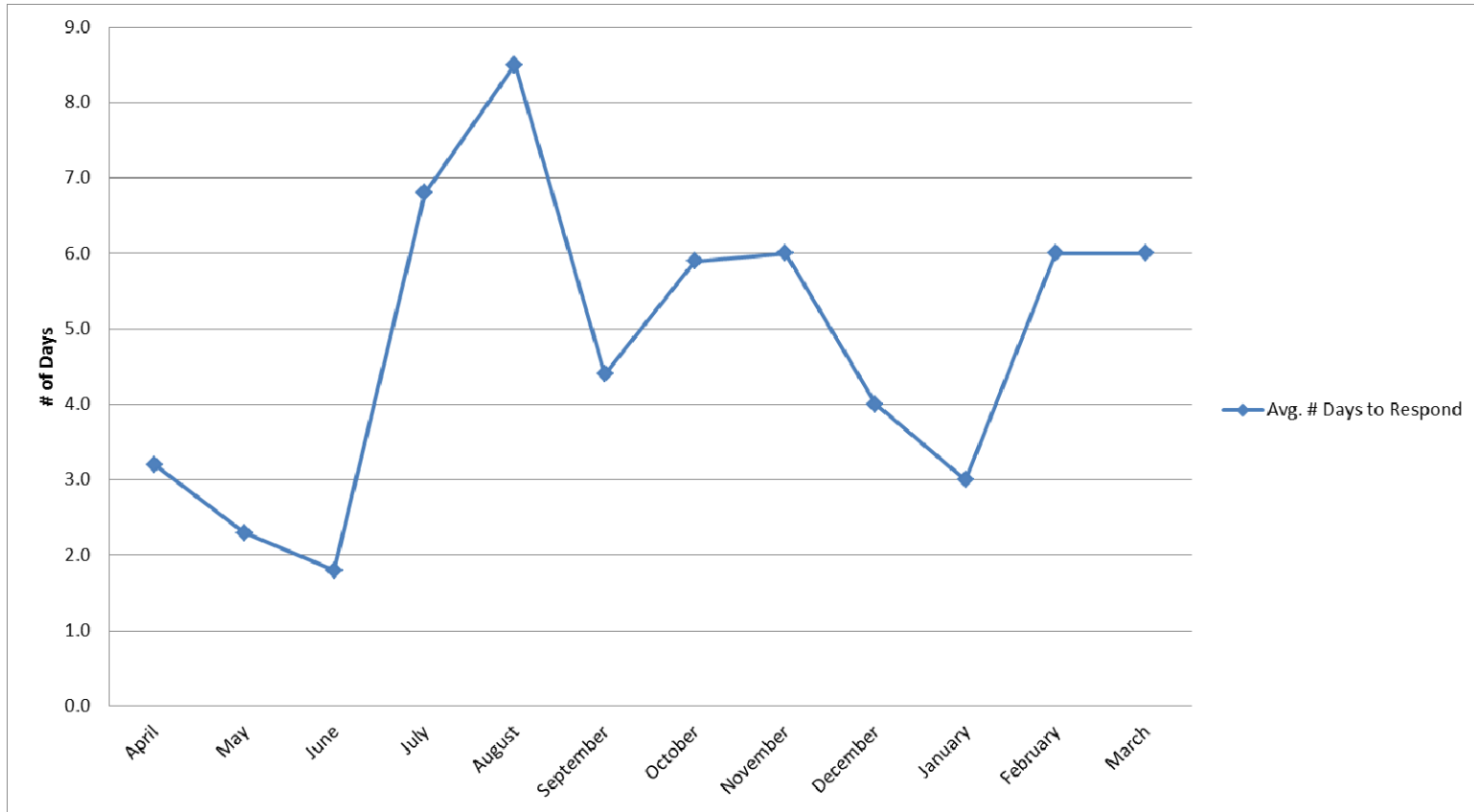
Store and Forward Activity by Fiscal Year



Store and Forward Referrals by Month



Average # of Days for a Store and Forward Response



Future




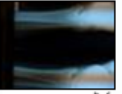

- Dermatology growing in use by both specialists and referring users in 2015
- Northern Primary Care Providers leading growth and development through need for timely consultation to a variety of specialty services


Future

- Northern Orthopedic and Physiotherapy Project
- Partnership working on orthopedic and physiotherapy solution
- Plan to enhance information sharing with images of Xrays
- Orthopedic and Physiotherapy consultation report to attach standard rehabilitation and treatment Instruction Sheets to guide community care plan

Future

APPOINTMENT INFO | PATIENT INFO | HISTORY | **ATTACHMENTS** | ADDITIONAL INFO | CLOSEOUT INFO | AUDIT

 1/7/2015 ✕  1/7/2015 ✕  1/7/2015 ✕  1/7/2015 ✕  1/8/2015 ✕

Upload File  **Add New**

FULL PATH	DESCRIPTION	CANCEL ALL
No file		

NOTE: Maximum number is 3 file(s) at same time.

Appointment Actions

Save Close Out Amend Delete
 Cancel Client/Participant Cancellation with Re-book Provider/Organizer
 Network Outage Other Rescheduled? Yes

With Notification? With Fax?

Future

- User Wish List;
- Easier access to solution through mobile devices for both image and information uploading
- Access to more specialty programs: (wound consultation etc)

Questions?



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