

As part of our ongoing commitment to customer service, please find some important information below regarding MBTelehealth out of province connections, site contact information, scheduling services and eConsult. Please share this important information with all telehealth users at your site.

How to connect to out of province providers

1. Start typing the dial in # that you have been provided using the keypad on the remote.
(Note: the number will appear onscreen as you type.)
2. Press the green **Call** button on the remote to place the call.



How to print a whiteboard from iScheduler

1. From the left navigation menu click **site reports>Whiteboard**.
2. Select the dates, site and room and click **GO**.

! The 5 digit dialing number can be found in brackets beside the VCU# on the Whiteboard.

Whiteboard Report			
Total Number of Events Between 12/12/2016 and 12/19/2016 : 2			
MBT Admin (67)	Start: 12/13/2016 10:00	End: 12/13/2016 11:00	Meeting
Setup:	Site	Room	Codec
Host: MyMBT	Ashern-Lakeshore Hospital	David Farthing	51002
Attendees:		CLIN1-Old L&D	VCU# (56761)

Where to find MBTelehealth site phone numbers

All of the MBT sites and phone numbers are listed on the Locations tab on our website <http://www.mbtelehealth.ca/loc-locations.html> .

Open registration reminder

The Open Registration option gives any iScheduler user the ability to register their site for scheduled events. An updated **Open Registration Guide** is available on our website <http://www.mbtelehealth.ca/trn-mbt-schd>.

! If you don't see what you're looking for in iScheduler – call the MBT schedulers at 1-866-999-9698 Option 4, or the contact person for the event for assistance.

When to call the MBT schedulers

- ✓ Schedule or change an event
 - including adding or removing sites from MCU/multi-site events
- ✓ Same day addition
 - any event being booked between noon the day before the event and the scheduled start time of the event
- ✓ Report a “no show” or a “cancellation”
 - report a “no show” for a scheduled event after the scheduled start time so we can follow up on it
 - report a “cancellation” ahead of time if you know that the event has been cancelled, otherwise resources may be used unnecessarily (e.g. provider, support staff, equipment and room)
 - it is important to report all event “cancellations” and “no shows” to maintain accurate and up to date information within the MBTelehealth scheduling system and MBT program reporting



Recording accurate information allows us to provide better customer service and helps us to identify any problems.

eConsult (Store and Forward) referral reminders

eConsult (Store and Forward) is a secure, web-based consultation service that allows health-care providers to send digital images of some health-related conditions to a specialist. The specialist may be able to make a diagnosis and suggest treatment and avoid travel to the specialist.

Reminders for referring site users:

1. Ensure you follow each specialty’s criteria as outlined in the Service Description document. This document provides important service details around acceptable types of referrals you can send and attachments required by the specialist.
2. Ensure you are using the alias function before starting the referral when you are submitting a referral on behalf of a Primary Care Provider.
3. Include each patient’s PHIN and Manitoba Registration Number in the referral. This information is mandatory and is required for patient identification and billing purposes.

To learn more about eConsult, contact the Facilitator-eHealth Solutions for your site or visit our website <http://www.mbtelehealth.ca/svs-str-frwrd.html>.

All of our training resources including User Guides, Quick Reference Guides and Videos can be found on our website <http://www.mbtelehealth.ca/trn-training.html>

If you have questions about the information on this bulletin or the training resources on our website, contact the Facilitator-eHealth Solutions or Support Services Representative for your site.