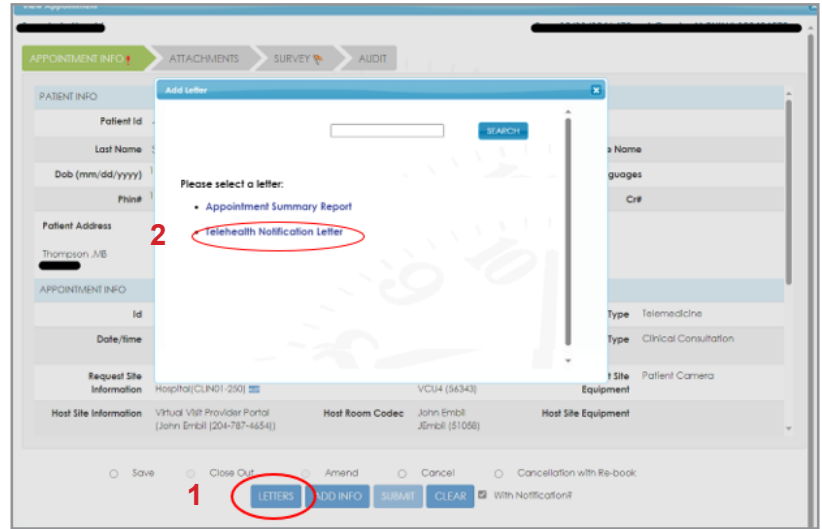


As part of our ongoing commitment to customer service, please find some important information and reminders below. Share this information with all MBTelehealth users at your site.

iScheduler information

Telehealth Notification Letter

- ✓ If you are the clinic booking the appointment, this letter can be used by you to help your patients; it also includes a reminder for them that it's possible their MBTelehealth appointment may start or end late.
- ✓ We recommended that the letter be mailed to patients to remind them of their scheduled appointment and so that they can bring the letter to their appointment.
- ✓ The letter is located at the bottom of the "Appointment Information" window in iScheduler, contact your local Digital Solutions Facilitator if you have any issues viewing these attachments.



Whiteboard Report

The Whiteboard report is a printable report that displays clinical and non-clinical event information. It's important to print the Whiteboard each day to show all events rather than to just rely on notifications you receive when appointments are booked as connection information may change. This may happen because any patient site can change the telehealth equipment that was originally booked without calling the host site.

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**.
3. Click the printer icon to print the report.

Where to find connection information on the Whiteboard Report

Teams Video Conference ID used for Teams events

Self-serve connection information

Appointment Whiteboard Report

Total Number of Events Between Monday, June 5, 2023 and Friday, August 4, 2023: 9

TEAMS- GIM Section Mta 101808 Dial in # 1162726814

START: 6/8/2023 12:00:00 PM End: 6/8/2023 1:15:00 PM Meeting

If you are registered for this multi-site telehealth session and the event is already in progress and you are NOT connected, dial the appropriate number below. **Note: if you have not registered for this event you must contact the MBT Schedulers to be connected.**

On MBT network: 1100101808 and enter PIN 65375 when prompted
Outside of MBT network: 1100101808@mbtelehealth.ca

Host:	TEAMS Video Conference	Room:	Codec:
Attendees:	WPG-Health Sciences Centre WPG-SBH	Connection5 GH-404 Internal Medicine ES047	CV15 VCU11 (\$5152) VCU4 (\$5233)
Comments:	Natasha Passante 204-787-3735 --5/18/2023 2:27:25 PM (Natasha Passante)		

5 digit dial number

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

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

eConsult Store and Forward reminders

Submitting accurately - referring site users

To ensure your eConsult is submitted accurately:

- ✓ follow each specialty’s criteria which details acceptable types of referrals you can send as well as attachments required by the specialist
- ✓ use the alias function before starting the referral when you are submitting a referral on behalf of a primary care provider
- ✓ 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

Importance of good quality photographs

It’s very important to ensure you submit good quality photographs when they are specified in the referring guidelines. When you submit blurry photos or no photos at all, the specialist may not be able to provide an accurate diagnosis.