

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.

## Clinical consultation scheduling reminders

If there is specific equipment needed or there are special requirements for the MBTelehealth appointment, it's important to follow the process below to help determine if the consultation can be accommodated at the requested client site.

### Non self-schedulers (users who complete a Clinical Booking Form):

- ✓ equipment: check the applicable box if you require an otoscope or hand held camera and fill in the "Body part to be visualized" field
- ✓ special requirements: add the details for the requirements to the "Notes/Additional Comments" box on the form

### Self-Schedulers:

- ✓ add the specific equipment and/or special requirements directly into iScheduler when booking the appointment

#### Examples of equipment and special requirement information

- assistance required at the client site such as: performing physical assessments, faxing information, completing paperwork, taking vital signs, changing dressings, etc.
- area of the body being assessed including details of any physical assessment the support staff at the client site will be assisting with
- known mobility issues to ensure a suitable room is booked at the client site (e.g., if the client is in a wheelchair or on a stretcher)
- peripheral equipment required such as: otoscope or hand held camera (close-up patient exam camera used for viewing lesions inside the mouth, etc.)  
*Note: this equipment is not available at all sites.*

## When to call the MBT Schedulers

- ✓ report a "cancellation" ahead of time if you know the event has been cancelled (e.g., to avoid resources such as provider, support staff, equipment and rooms being used unnecessarily)
- ✓ schedule or change a same day event (e.g., date, time, room, etc.)
- ✓ add or remove sites from a same day MCU/multi-site event
- ✓ schedule a same day event (between noon the day before & scheduled start time of the event)
- ✓ report a "no show" after the scheduled start time of an event



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

## eConsult (Store and Forward) reminders for 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

## How to print a Whiteboard (daily sessions) from iScheduler

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

Setup:	Start:	End:	Meeting	
Site	12/13/2016 10:00	12/13/2016 11:00		
Room				
Host:	MyMBT	David Farthing	51002	
Attendees:	Ashern-Lakeshore Hospital	CLIN1-Old L&D	VCU# (56761)	

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

Watch for upcoming information about enhancements to the Whiteboard such as self-serve dial-in information if you have missed the automatic connection for multi-site calls.

## MBTelehealth Notification Letter has been revised

- ✓ The letter has been revised to make it easier for patients to understand; it also includes a reminder 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 FeS if you have any issues viewing these attachments.

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.