

Virtual Care for Long Term Care: Nursing Process



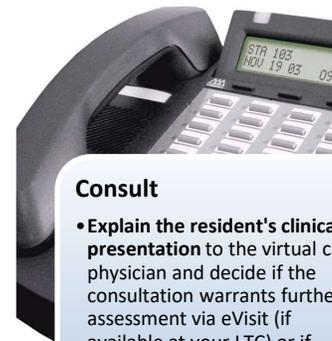
Assess

- Based on your assessment, **Speak with your NP, physician or on-call physician** to determine if resident potentially needs the hospital
- Consider the use of **advanced paramedic support if your home has a signed agreement** (between the hours of 0615-1815, 7 days per week). Examples could be starting IV hydration, doing an urgent ECG, injury assessment, or starting a peripheral IV site for IV antibiotics. **Alternately, you can contact LHIN IV Support.**
- Ask the NP or physician if they would agree with a **consultation with the LTC virtual care service to try to provide care on site**
- Ensure that the NP or physician is prepared to have a **direct conversation** with the consulting virtual care physician. **Ensure you have a direct call back number for them**
- Ensure that you have resident or SDM verbal **consent** to utilize the virtual program to try and meet the resident's needs in the LTC home, and document according to your LTC Home's usual consent process. A consent script and form has been provided to help you.



Prepare

- Ensure your assessment is written down on page 1 the **SBAR report sheet before** calling the virtual care physician
- **Call HHS paging ask for the Virtual Care for Long Term Care MD on Call**
- Provide the virtual care physician with the **name and contact number** of the NP or physician involved
- The preferred consultation will take place with **ALL** of: (1) the virtual care physician, (2) the LTC NP or physician, (3) the resident, (4) the virtual program navigator when possible and (5) the LTC RN



Consult

- **Explain the resident's clinical presentation** to the virtual care physician and decide if the consultation warrants further assessment via eVisit (if available at your LTC) or if telephone will suffice
- If the consultation requires further assessment via **eVisit**, the virtual care program will send an invitation to the designated e-mail for your LTC Home, or your individual work e-mail



Follow-Up

- If the resident still requires a transfer to hospital, follow your usual process and send a photocopy of the SBAR tool with the resident. If the resident can be cared for directly with recommendations given by the virtual care physician, **take these as orders from your NP or LTC physician** and proceed with the plan of care as agreed and ensuring that consent is obtained from the resident or the SDM
- If the resident can be cared for with **additional support from the virtual care for LTC program**, document all planned follow up on page 2 of the SBAR form. **The virtual care navigator at HHS or SJH will help arrange all needed supports such as clinic appointments and outpatient diagnostics.**
- **Document** the encounter in the resident's progress notes

For education or questions please contact Lisa Pezik, NLOT Educator at lisa.pezik@shalomvillage.ca cell: 905-741-9460

Virtual Care for LTC Physician (Available 24/7): Call HHS paging at 905-521-5030 and ask for the Virtual Care for Long Term Care Physician on Call

Virtual Care Program Navigator (Available 7 days per week, 0800-2000 at HHS and Mon-Fri 0800-1600 at SJH). Which navigator you call for questions will come back to you on a faxed summary.

Advanced Paramedic Support (if your home has a signed agreement with FREDD): 905-973-3440

LHIN IV Community Support: 1-800-810-0000