

## **PSYCHIATRIC/MENTAL HEALTH CONSULTATION BY TELEMEDICINE**

### **Assessment of Appropriateness of Consultation by Telemedicine:**

- Criteria that would indicate a need to use this avenue for consultation would be:
  - Initial psychiatric evaluation that will not be accomplished in the needed time frame if patient must go to consultant's office such as barriers (i.e., travel arrangements, weather conditions, patients overall physical condition, etc.)
  - Medication oversight and follow-ups
  - Need for local multi-disciplinary team presence to facilitate the continuum of care
  - Visualization and assessment of the patient can be effectively accomplished by telemedicine
  - Patient and/or family is requesting or is consenting to consultation by telemedicine

### **Privacy and Confidentiality**

- Site Coordinator and hospital staff will refer to psychiatric consultations as "Telehealth Appointment" when directing patient to consultation room.

### **Procedure for Initiating Telemedicine Consultations and/or Referrals:**

- Contact the TeleHealth Clinical Coordinator by calling Spokane Med Direct at 1- 888-258-9632 to request clinical coordinator.
- Mutually determine an appointment time and date that is acceptable for both providers and the patient.
- Determine if interpreter services will be required.

### ***Documents to be provided to the referring health care provider prior to the consultation:***

- Patient demographics (i.e., name, address, phone numbers, SS#, DOB, current insurance, referring provider, approval documents and numbers (as appropriate), patient history, current medications and doses and any other pertinent chart information related to the diagnosis.
- Copy of any diagnostic test results if requested by the consultant.

### **Scheduling Process:**

As per established NW TeleHealth scheduling procedure.

### **When Rural Providers are Present at Consult:**

- Observe patients behavior
- Document in patient's chart.

- Participate in the presentation and discussion with patient and consultant.
- Mutually determine with the consultant the next steps to be taken (i.e., lists done locally, another scheduled telemedicine visit or an in-person visit to consultant, etc.).
- Complete the evaluation form.

**Consultant's Responsibilities:**

- A medical consultation note will be dictated by the consultant on all consultations by telemedicine and forwarded to the referring provider within two working days of the consultation.
  - chief complaint
  - history
  - pertinent past medical history
  - pertinent review of systems
  - pertinent social and family history
  - medications and allergies
  - physical exam as performed by the primary care giver for telemedicine contact including VS
  - diagnosis and treatment plans
  - disposition (transfer, local rx, specialty consultation, etc.)

It is the responsibility of both facilities to complete the required data forms.

Patient Telemedicine Consultation Consent to be explained to patient and signed.

Evaluation Form to be completed by the patient.

Forward both forms to:

**APPROVED BY:**

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Date

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Denny Lordan, Director, NW TeleHealth

Date

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Original Date Entered in Procedure Manual