

TELUS PS Suite EMR Guide: Virtual Care

Introduction

This EMR guide will provide recommendations about how to utilize the PS Suite EMR to support Virtual Care. Virtual visits enable patients to communicate with their health care team from wherever they are, and in a way convenient for both the patient and the provider. There are additional options to explore within the features and functionality of the EMR to accomplish the recommended steps outlined in this guide. EMR specific guides are available online at:

<https://actt.albertadoctors.org/EMR/Pages/default.aspx>

Some key principles at this time are:

- 1) Document patients' e-mail addresses and cell phone numbers in patient demographics as these are required for virtual care purposes
 - Clinics already using on-line scheduling and text reminders are well poised for virtual care services
- 2) Consent. Following the [CPSA advice on Virtual Care](#), while regulated virtual care platforms are preferred, unregulated virtual platforms may be used in pandemic circumstances. When using unregulated virtual platforms for health purposes, it is recommended that express patient consent is obtained, even verbally, and recorded in the chart note.

Special Note: The COVID-19 pandemic is currently putting extraordinary pressure on the health care system. Virtual Care processes allow physicians that have the capacity to provide quality patient care during this time.

Central to this effort is the importance of limiting viral spread by:

- reducing unnecessary patient and physician travel within Alberta and between Alberta and other jurisdictions;
- reducing unnecessary patient presentations to health facilities, and;
- enabling physicians to provide remote patient service within Alberta or from other jurisdictions.

The adoption of virtual care practices can help achieve these goals by enabling the remote:

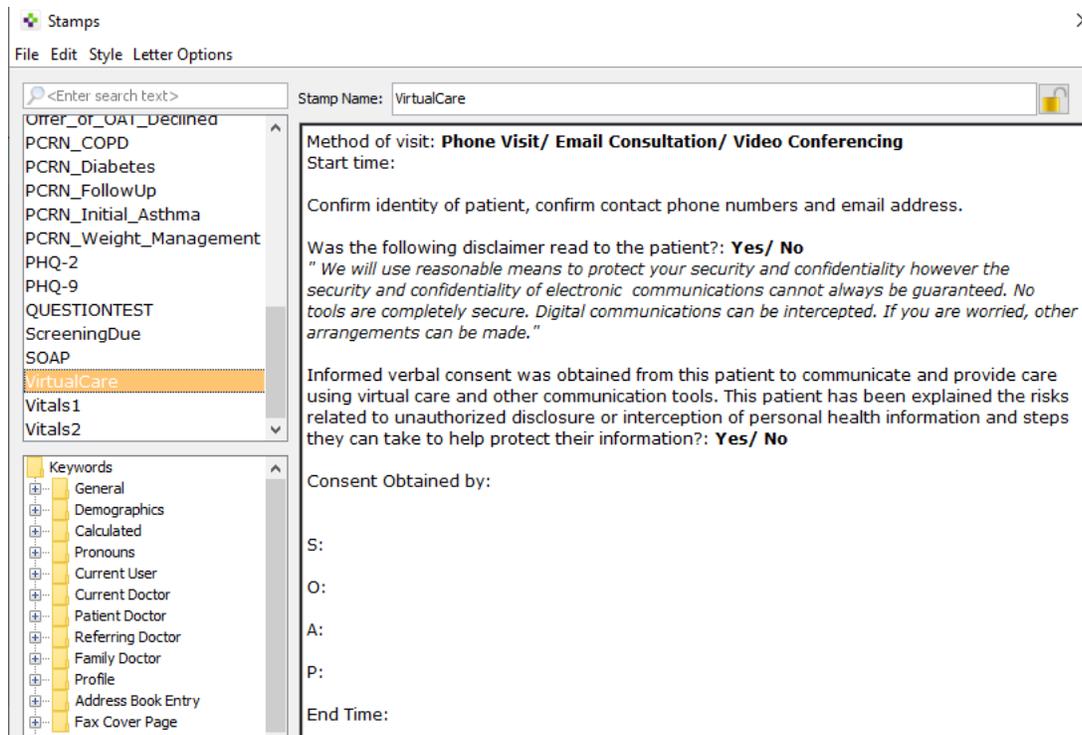
- screening of patients who are worried or ill;
- care of patients with suspected COVID-19;
- care for other patients in your practice with the intent of decreasing exposure to those who may be ill; and
- care of patients when the physician is self-isolated but well enough to work.

Stamps

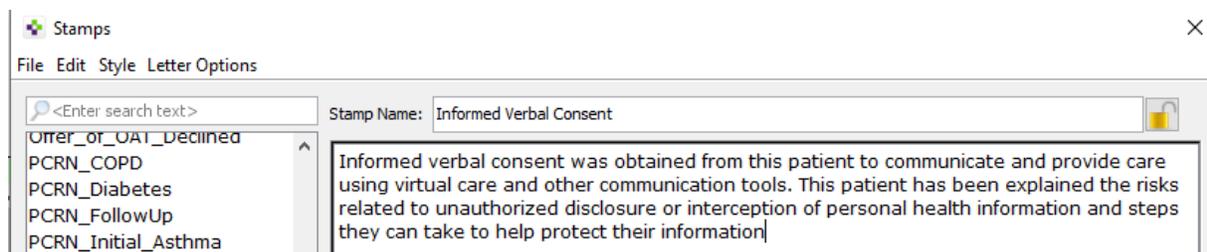
Stamps are very versatile and powerful tools for use with your progress notes. They enable any team member to quickly enter a formatted block of text, using special characters as shortcuts for quick data entry. They save time by entering blocks of repetitive text, and ensure that data is uniformly formatted, even with multiple users, which makes searching for data much easier.

In addition, stamps can serve as a mnemonic device and can remind you to enter patient data. You can create your own stamps, edit those that are included with the system, or import stamps from other physicians who use PS Suite EMR. For more information, see [Creating and Editing Stamps](#) or [Importing and Exporting Stamps](#).

Below is an example of a stamp that includes verbal consent and the SOAP note layout.



Or simply the informed consent itself.



Informed and Documenting Consent

Patients need to be informed of what virtual care services are being provided and how they will be communicated (via clinic or provider email address, text message, invite via application, etc.). Verbal consent documented in the patient's chart is fine as a minimum. CMPA recommends the use of a signed informed consent form.

Principles:

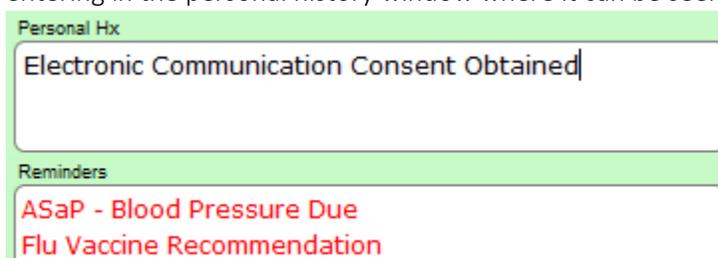
- Clinic team members and providers should all be aware of the common clinic process is for informing patients and documenting consent.
- Where consent is documented in the EMR should be consistent so all know where to find the information. Consent needs to be documented once, not for every encounter.
- Documented consent can include patient portals.
- Consent is valid as long as the parameters of what the patient is consenting to does not change. For example, patient consented to virtual care today. In 6 months a patient portal is implemented in the clinic. Consent will need to be recollected/ re-signed as the patient did not agree to portal use in the original consent.

1) Electronic Consent Form

TELUS PS Suite is building a Virtual Care electronic consent form that will cover both in person and verbal consents. Watch for this as it is coming soon.

2) Verbal

The clinic may document consent verbally and use a Stamp to document. Once consent is collected indicate this in a place where all providers and team know where it is located. For example, consider entering in the personal history window where it can be seen when the chart is open.



Personal Hx

Electronic Communication Consent Obtained

Reminders

ASaP - Blood Pressure Due
Flu Vaccine Recommendation

When obtaining verbal consent the CPSA recommends this phrase be pasted/ stamped into an encounter note:

"Informed verbal consent was obtained from this patient to communicate and provide care using virtual care and other communication tools. This patient has been explained the risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information"

Build a Stamp with the above paragraph alone or together with a SOAP note to insert consent quickly.

3) Paper form

Clinics may use a paper form. Print out a paper copy of the virtual care consent form from the EMR for in-person signing or the template below is also available from the CMPA [here](#).

Always ensure that forms are scanned into the EMR using a standardized terminology such as “Electronic Communication Consent”. This will enable searches and ease of finding this document if required.

COVID-19 Templates

TELUS Health has created templates specifically for COVID-19 visits and screening. There are currently no generic templates for virtual care available in the custom forms library. For clinics, who have experience building custom forms, the COVID-19 templates can be a good basis to create a more generic one for virtual care. **Built as an Encounter Assistant most information documented within can be searched if the fields are structure with drop down menus.** The links to both the COVID-19 assessment form and the COVID-19 initial screening form can be found [here](#).

The link to the COVID .cfm virtual visit template files ready to be imported are found [here](#) and will be updated as more information becomes available.

The Assessment Form (preview)

COVID-19 assessment		patient name	Coughing Carla	patient ID	195
contact method	<input type="checkbox"/> in person	<input checked="" type="checkbox"/> telephone	<input type="checkbox"/> virtual call	assessment date	2020-03-18
contact with	<input checked="" type="checkbox"/> patient	<input type="checkbox"/> patient representative			
start time	16:35	Start	end time	16:50	Stop
					elapsed time 00:15
encounter reason	<input checked="" type="radio"/> flu-like symptoms <input type="radio"/> other issue				
symptoms onset	3 days ago OR start date 2020-03-15				
symptoms	<input checked="" type="checkbox"/> fever (>38C) <input checked="" type="checkbox"/> new cough <input type="checkbox"/> shortness of breath				
severity	Moderate				
COVID-19 status	Asymptomatic				
self-isolation?	<input checked="" type="radio"/> yes <input type="radio"/> no				
<input checked="" type="checkbox"/> show risk factors					
<input checked="" type="checkbox"/> age >65 years	<input type="checkbox"/> COPD	<input type="checkbox"/> liver disease	<input checked="" type="checkbox"/> post-partum (≤6 weeks)		
<input checked="" type="checkbox"/> asthma	<input checked="" type="checkbox"/> diabetes	<input type="checkbox"/> malignancy	<input type="checkbox"/> pregnancy		
<input type="checkbox"/> cardiac disease	<input type="checkbox"/> immunosuppressed	<input type="checkbox"/> renal disease	<input type="checkbox"/> respiratory disease		
<input type="checkbox"/> chronic neurological or neuromuscular disorder			<input type="checkbox"/> smoker		
<input type="checkbox"/> patient is a healthcare worker			<input type="checkbox"/> recent travel outside of Canada (<14 days)		
<input type="checkbox"/> close contact with person under investigation			<input type="checkbox"/> other, specify		
patient remarks					
having trouble getting around the house. aches and pains.					
treatment plan					
tylenol for fever, hydrate, if symptoms get worse call office					
Finish					



Initial Screening Form (preview)

COVID-19 initial screening

patient name	Coughing Carla	patient ID	195
address	123 Main Street Letterkenny ON M2B 1X3	health number	ON 9055 786 801 AZ
home phone	519-444-1234 cell	birth date	Jan 12, 1953 67 yr
e-mail	carla@emailme.com	gender	F
		primary M.D.	Henry Jones

reason for call flu-like symptoms other issue

symptoms onset 3 days ago OR start date 2020-03-15 severity Moderate

symptoms

<input checked="" type="checkbox"/> fever (>38C)	<input checked="" type="checkbox"/> new cough	<input type="checkbox"/> shortness of breath
<input type="checkbox"/> chills or shakes	<input type="checkbox"/> diarrhea	<input type="checkbox"/> ear ache
<input checked="" type="checkbox"/> headache	<input type="checkbox"/> joint aches	<input type="checkbox"/> muscle aches
<input type="checkbox"/> runny nose	<input checked="" type="checkbox"/> sore throat	<input type="checkbox"/> stomach pain
		<input type="checkbox"/> fatigue
		<input type="checkbox"/> nausea

exposure risk

- travelled outside of Canada in past 14 days
- close contact with someone with confirmed case of COVID-19
- close contact with someone with URTI who recently travelled

patient remarks

Woke up this morning feeling very tired. Has a slight fever and sore throat. No travel or exposure risk.

additional comments

will require clinical assessment

advice to patient

- maintain self-isolation and call 811 if symptoms get worse
- call 811 immediately
- arrange for physician call back (confirm telephone number)
- call 911 or proceed to nearest emergency department immediately

screened by Henri Walton Jones screening date 2020-03-18

Virtual Visit Add-ons

TELUS PS Suite has additional services that can be explored for an additional fee.

Virtual Visits – Mobile EMR

TELUS EMR Virtual Visits enable you to schedule and conduct a virtual visit and live chat with a patient. You must have registered with TELUS Health to use virtual visits, and configured your EMR. A unique link to the virtual visit will be added to the appointment within your schedule and, within 48 hours of the visit, patients will receive an email with a corresponding link to attend the virtual visit.

At the time of the appointment, the provider opens the link in the appointment to start the virtual visit. The patient clicks the link in their email to join the virtual visit. The provider can document the visit in the EMR as they normally do.

https://help.pssuiteemr.com/latest/on/en/Content/70_Mobile/Virtual_visits_regts.htm

Ocean

The Ocean Platform combines secure patient engagement tools with a library of thousands of clinical and administrative forms that integrate with your EMR. This includes secure messages, forms (i.e., Consent forms) and reminders at home.

Virtual visit codes and fees

Virtual service codes are now available:

For more information, refer to the Alberta Health bulletin: [Additional Virtual Care Codes for physicians during COVID-19 epidemic](#).

Effective March 12, 2020 Alberta Health has re-activated the health service code and diagnosis code used during the SARS pandemic - 03.01AD (telephone advice) and 079.82 (COVID-19-associated coronavirus). For more information, refer to the Alberta Health bulletin: [Telephone Advice during COVID-19 epidemic and appropriate Diagnostic Codes](#).

Acknowledgement

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References:

Alberta Medical Association: Virtual Care: Helping physicians minimize the risk of exposure to COVID-19

<https://www.albertadoctors.org/leaders-partners/ehealth/virtual-care>

College of Physicians and Surgeons of Alberta: ADVICE TO THE PROFESSION
COVID-19: Virtual Care

http://www.cpsa.ca/wp-content/uploads/2020/03/AP_COVID-19-Virtual-Care.pdf