



Telus Virtual Visit tool is now available to you and your patients

Your South Georgian Bay Ontario Health Team (SGBOHT) is a new model of organizing and delivering health care that better connects patients and providers in their communities to improve patient outcomes. Click [here](#) to learn more about SGBOHT.

Advancing innovative digital health to expand access to care for patients and providers, and to better connect our local and regional systems are key priorities for the SGBOHT. Digitally enabled OHTs offer health service providers opportunities to streamline their workflow and provide more efficient channels for delivering services. For patients and caregivers, having access to online tools will empower them to feel more connected and have improved access and quality of care. As the SGBOHT continues to evolve and support our community, there is an increased need to provide patients and providers with simple and sustainable integrated virtual care tools. The first stage in the SGBOHT digital health and innovation plan, is to enable appointment tracking and provide you with the Telus PS Suite EMR Virtual Visit tool.

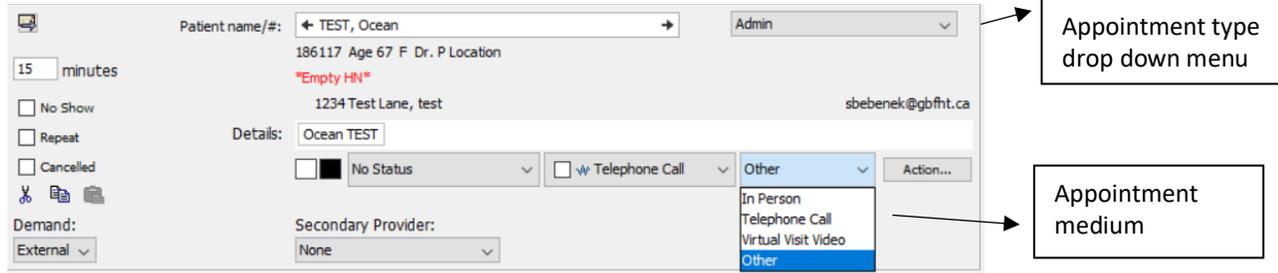
Telus Virtual Visit Tool

Through the SGBOHT agreement with Telus, the Telus Virtual Visit tool is now available to **all** users on the current SGB Telus PS Suite EMR. It will enable patients and providers to have a new way to connect to receive virtual care when appropriate, which is fully integrated with the current Telus PS Suite EMR.

This Telus PS Suite Virtual Visits platform has been approved as a validated virtual visit tool by the Ministry of Health. Billing for visits follows the same rules as that for telephone visits (i.e., K080, K081, K082, K083).

To help to support you in the use of this tool, and book your appointments correctly, the following guidelines and resources are available:

- Follow these steps to specify the Virtual Visit Video appointment medium using your existing appointment types.
 1. “Physician Virtual Visit” has been created which automatically sets the appointment Open your PS Suite calendar, book an appointment as you normally would by choosing your appointment type and then select ‘Virtual Visit Video’ from the list of appointment mediums provided. For your use, the appointment type “Physician Virtual Visit” has been created which automatically sets the appointment medium to be virtual visit.



2. Once 'Virtual Visit Video' is selected as the appointment medium, this will automatically send that patient a link to join the appointment if they have an email address recorded in their chart. More information about that can be found here:

<https://www.screencast.com/t/W2HJ0WUNX>

- See the resources below, including how to start and conduct a virtual visit:
 1. For physician offices: [Creating Virtual Visit Appointment Type](#)
 - Note: A “Physician Virtual Visit” Appointment Type has already been created in the EMR
 2. [Starting Virtual Visits](#)
 3. [Booking Virtual Visits](#)
 4. [Conducting Virtual Visits](#)
- If your patient is experiencing any trouble accessing or joining their virtual visit appointment, they can phone the direct Telus line for patients at 1-855-252-2632

This is a copy of the email that they will receive:

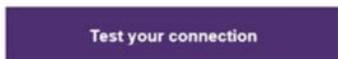
Amy Test, you have a virtual visit scheduled with your healthcare provider:

Wednesday, November 4th at 11:30 AM EST

A few minutes before your appointment, click the button below to attend the virtual visit. You will be asked to give access to your camera and microphone, so your healthcare provider can see you and speak with you. Click [here](#) for complete instructions.



To avoid last-minute issues, please test your connection now.



If you are unable to connect, try a different device or browser. For additional help, please call 1-855-252-2632. If you still can't connect, please contact your clinic immediately to inform them you won't be able to join the virtual visit.

Please do not reply to this email, as your response will not be received. Please call your clinic if you have questions about your appointment, or if you need to cancel or reschedule. If you need urgent attention, please call 9-1-1 or go to the nearest emergency department.



- Questions from providers or clinic staff can be answered by messaging Change Management Specialist Riley Grant through the EMR (RG2), or by phoning 705-444-5885 ext 6202

As you begin to use this tool in your office or organization, we ask that you make your patients aware of the tool as well, as another medium to conduct their visit with you.

Helpful tips:

- If you want **additional attendees to join the patient appointment** (such as a family member or other member of the care team), the patient needs to forward the email they received with the link to join (outlined below) to that other attendee.

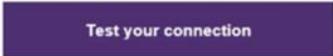
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- **How can I bill?**

All general & family practitioners for any patient:	
K080	Virtual minor assessment or equivalent \$23.75
K081	Virtual intermediate assessment or equivalent \$36.85
K082	Mental health and counselling or equivalent \$67.75

More information from the Ontario Ministry of Health can be found [here](#)