

COVID-19 PREPAREDNESS: TELEMENTAL HEALTH PHYSICIAN AND ALLIED HEALTH PROFESSIONAL TRAINING AND REGISTRATION SESSION

TeleMental Health, ECHO, OPOP & NPOP-C

TeleMentalHealth@camh.ca

416-535-8501 x34778

DEFINITIONS

- » **TeleMental Health:** The use of telemedicine to provide mental health assessment and treatment at a distance (Hilty et al. 2013).
- » **Telemedicine:** As per the College of Physicians and Surgeons of Ontario (CPSO), telemedicine is both the practice of medicine and a way to provide or assist in the provision of patient care (which includes consulting with and referring patients to other health-care providers, and practicing telemedicine across borders) at a distance using information and communication technologies such as telephone, email, audio and video conferencing, remote monitoring, and telerobotics.

DEFINITIONS

- » **OTN:** Ontario Telemedicine Network (OTN) is an independent, not-for-profit organization funded by the Government of Ontario. OTN provides service over a secured telecommunications connection for patients in hospitals and health care locations across the province.
- » **OTN Site:** A clinical location (e.g. hospital or health care setting) that has OTN technology and infrastructure to support patients and/or clinicians access OTN's videoconferencing services
- » **GuestLink:** A link that is sent to a non-OTN user via email which enables them to connect to an OTN call.

TECHNOLOGY

There are three types of OTN systems currently used at CAMH:

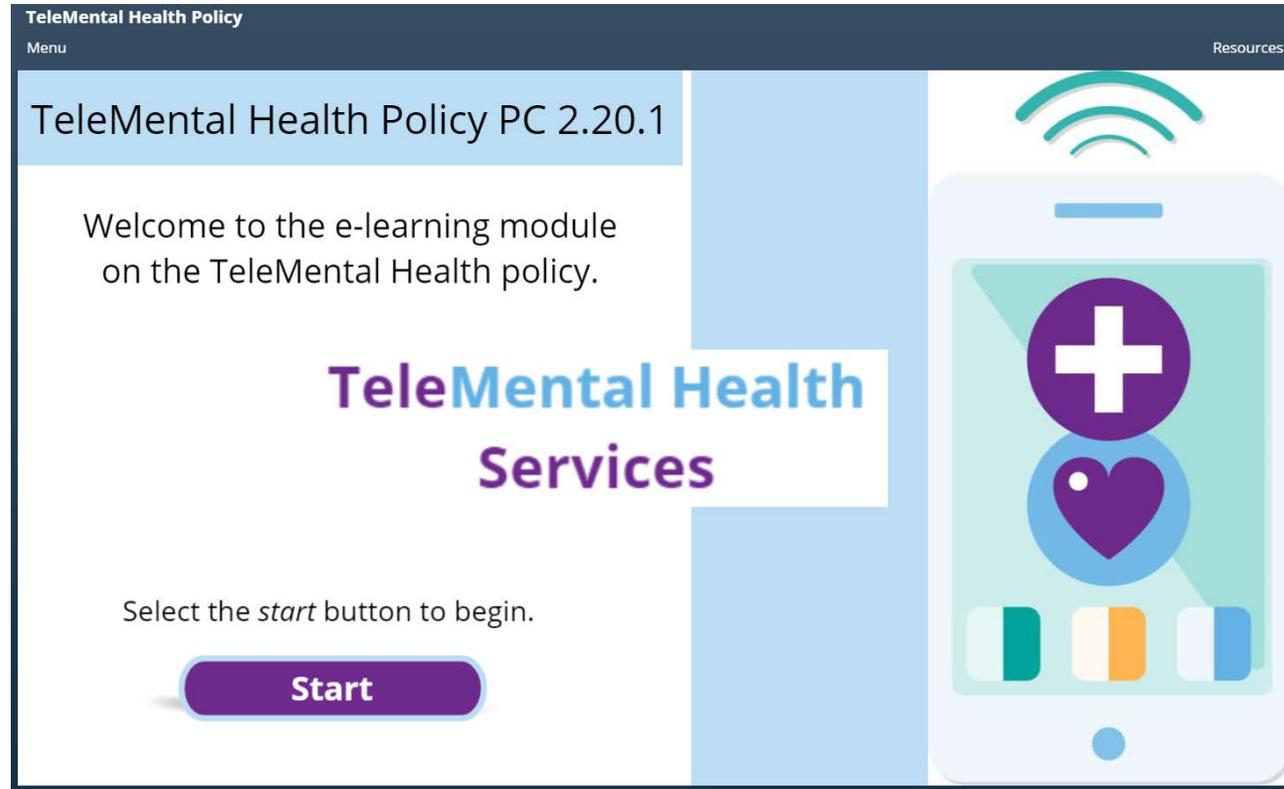
Room System	Mobile Cart	PCVC
<ul style="list-style-type: none">• Mounted unit in one room• Various systems located across CAMH• Uses the OTN network• Cannot be used with Guest Link	<ul style="list-style-type: none">• Similar to a room system, but mounted on a cart• Can be moved to another room that has an OTN drop• Various carts located across CAMH• Uses the OTN network• Cannot be used with Guest Link	<ul style="list-style-type: none">• A personal videoconference account that can be used on a laptop or desktop computer• Uses internet browser (best used on Chrome and Firefox)• Requires registration through OTNHub• The only system that can connect to a Guest Link videoconferencing event



ROLES

<ul style="list-style-type: none">CAMH Clinical Scheduler	CAMH Physician (PCVC)	TeleMental Health Services	OTN
<ul style="list-style-type: none">This user will require an OTNHub account to schedule any OTN videoconferencing appointmentsRegister for an account through TeleMental Health ServicesCan schedule appointments on room systems, mobile carts or PCVC accountsNote: each clinical scheduler must be added as a delegate to schedule onto a system. To be added as a delegate, email TeleMental Health (telementalhealth@camh.ca)	<ul style="list-style-type: none">This user will require a PCVC account to use the OTN videoconferencing platform on a personal computer or laptop (separate from using a room system or mobile cart across CAMH)Register for an account through TeleMental Health Services	<ul style="list-style-type: none">CAMH TeleMental Health Services will assist with registering admins, physicians and other users with OTN accounts as requiredProvides training on how to use OTN services to CAMH staff and programs	<ul style="list-style-type: none">OTN approves registration requests from TeleMental Health ServicesOffers training, technical and troubleshooting support for all platforms (scheduling, videoconferencing, etc.)See Resources list for information on how to access OTN support

TELEMENTAL HEALTH POLICY & CAMPUS TRAINING



Review the CAMH TeleMental Health Policy 2.20.1 and complete the TeleMental Health Services CAMH Campus Training prior to any Telemedicine activity.

Both links can be found on Insite and the resources page.



OTN HUB & PCVC

REGISTRATION

HOW TO REGISTER TO OTN (PHYSICIAN SIGN-UP)



OHIP Virtual Care Physician & Dentist Registration Form

- If a doctor has not been registered to OTN, they will need to complete an OHIP Virtual Care Physician Registration Form and send it to **TeleMental Health Services** (telementalhealth@camh.ca)
- This will ensure that they are found in OTN's directory upon scheduling appointments under their name and are eligible to bill OHIP for telemedicine appointments
- Allows physicians to use room systems and mobile carts across CAMH
- The link to the form is referenced in this resources section

1. REGISTRATION INFORMATION

Virtual care is an uninsured service. This form is used to register physicians and dentists for the billing and payment of virtual care services by the Ministry of Health's (Ministry's) Virtual Care Program via the claims processing system of the Ontario Health Insurance Plan (OHIP). The following information is required prior to the first submission of virtual care claims for processing through the OHIP claims system.

Physicians and dentists who have previously submitted a registration form to OTN and who have been registered for the Ministry's Virtual Care (Telemedicine) Program do not need to submit a new form or re-register.

Upon completion, please email this form to serviceactivation@otn.ca or fax to 416-354-8280

		Physician* <input type="checkbox"/>	Dentist* <input type="checkbox"/>
Surname*:	Given Name(s)*:		
<input type="text"/>	<input type="text"/>		
OHIP Billing Number*:	Phone Number*:		
<input type="text"/>	<input type="text"/>		
Fax Number:	Email Address*:		
<input type="text"/>	<input type="text"/>		

*Required fields

If you do not have an OHIP Billing Number, you must also complete a "Registration for Regulated Health Professionals" form, available at the Ministry of Health website at www.health.gov.on.ca

NEW: SCHEDULING IN I-CARE

Books Appointment

Interpreter Requested?:

*Contact Type:

- Phone / E-mail
- Face to face
- Phone / E-mail
- Video - OTN**
- Video - Webex
- Physician Case Consult - Face to Face
- Physician Case Discussion - Pt Not Seen

Move

Next

Clear



Scheduling in I-CARE will remain the same with the exception of Contact Type.

IMPORTANT: Select “Video-OTN” when scheduling a TeleMental Health appointment.

HOW TO REGISTER FOR PCVC (PHYSICIANS, RESIDENTS)

Users who require an OTN account for PCVC will be required to register with OTN:

1. Read OTN's PCVC Technical Readiness Document (see resources)
2. Sign up for a ONE-ID account via the CPSO website [<https://members.cpso.on.ca/?v=members>] (see resources list for a registration guide) Note: if you already have a ONE-ID account, you can skip to step 3
3. Once signed up, go to OTN's website and click "Express Sign Up" to access OTN [<https://otnhub.ca/signup-info/>]
4. Ensure you select CAMH as your organization when signing up

*For users who have previously signed up for OTN and are required to re-activate their account, call OTN directly: **1-855-654-0888**

HOW TO REGISTER FOR PCVC (ALLIED HEALTH PROFESSIONALS)

Users who require an OTN account for PCVC will be required to register with OTN:

1. Read OTN's PCVC Technical Readiness Document (see resources)
2. Complete the registration form on the **TeleMental Health Services** website <https://www.porticonetwork.ca/web/telemental-health/telemental-health/registration> and email it to telementalhealth@camh.ca
3. Request for an account will be approved by OTN
4. Users will receive communication from OTN on finalizing their PCVC account (Note: this may take approximately 15 business days)

Note: If you already have a ONE-ID account from a previous organization/private practice, you can bypass this registration and sign up directly with OTN via Express Sign up: <https://otnhub.ca/signup-info/>

*For users who have previously signed up for OTN and are required to re-activate their account, call OTN directly: **1-855-654-0888**



OTN HUB & GUEST LINK

SCHEDULING

GUEST LINK

- » Guest Link is a feature that allows a personal videoconferencing (PCVC) user to invite a guest who does not have an OTN account.

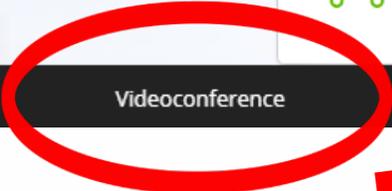
- » The participant accessing an OTN event over Guest Link must have the appropriate hardware to support the call:
 - Personal device (e.g. computer, tablet)
 - Camera
 - Microphone or headset
 - Speakerphone
 - Internet connection (high-speed recommended)

- » For more information on using Guest Link, refer to OTNhub's eVisit Help Link in resources.



SCHEDULING VIA GUEST LINK

The screenshot shows the top portion of a website. At the top, there are two promotional cards. The first card is titled "ENROL COPD & CHF patients" and includes a "Refer a Patient" button and a "learn more" link. The second card is titled "Access Mental Health Support" and includes a "Discover Big White Wall" button. Below these cards is a dark navigation bar with several menu items: "Directory", "Videoconference", "Schedule", "eConsult", "Teledermatology", "Telehomecare", and "Professional Development". The "Videoconference" item is circled in red, and a red arrow points from this circle to a text box below.



Back on the main OTN Hub webpage, click videoconference. On the next page, select from the dropdown menu the consultant you are scheduling on behalf of. Next, click the **blue connect to icon**.

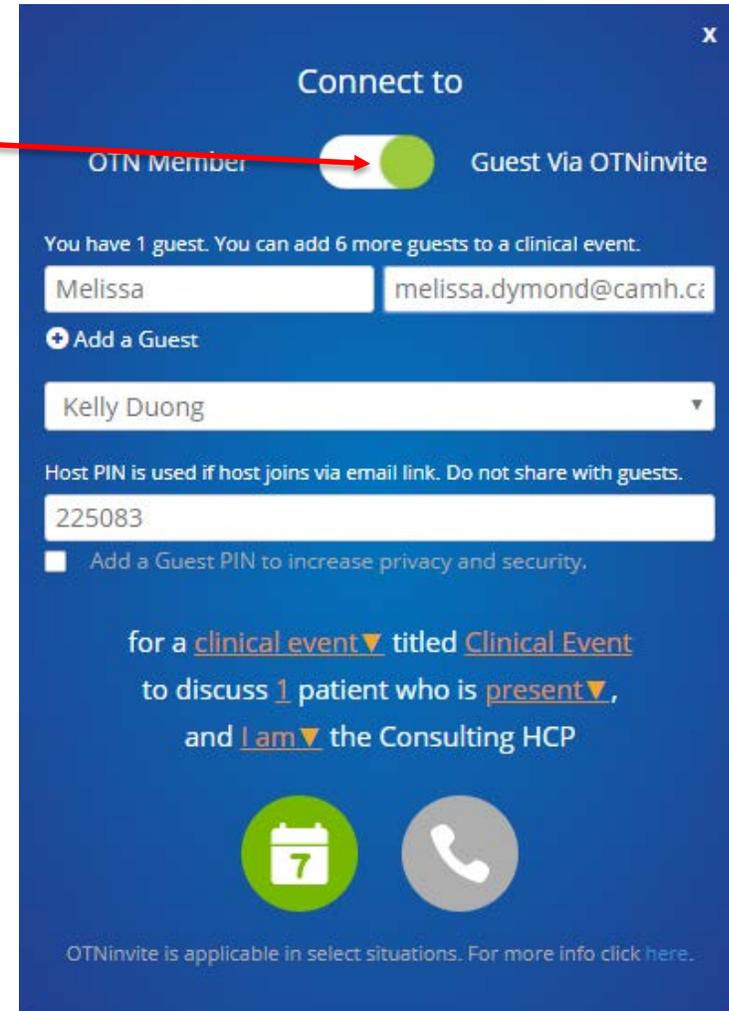


SCHEDULING VIA GUEST LINK

Next, click **“Guest Via OTNinvite”**.

Enter the participants’ name and email address. Click the **green schedule icon** at the bottom.

Fill in the appointment details and click schedule.



Connect to

OTN Member Guest Via OTNinvite

You have 1 guest. You can add 6 more guests to a clinical event.

Melissa melissa.dymond@camh.ca

+ Add a Guest

Kelly Duong

Host PIN is used if host joins via email link. Do not share with guests.

225083

Add a Guest PIN to increase privacy and security.

for a [clinical event](#) titled [Clinical Event](#)
to discuss [1](#) patient who is [present](#),
and [I am](#) the Consulting HCP

OTNinvite is applicable in select situations. For more info click [here](#).

GUEST LINK EMAIL

The participant will receive an email with a link to the OTN videoconference event. The email will have instructions on how to connect at the time of the scheduled event.

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Wednesday, March 11, 2020 at 12:00 PM** ([Eastern Time](#)).

Joining an eVisit is simple:

1. Prepare

Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.*

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). Close the app once the installation is complete.

We recommend that you [test your device](#) in advance.

2. Connect

When it's time for your appointment, click the button below to join.

Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.



Start eVisit

Need help?

If you have questions about your health care or appointment, contact your health care provider.

If you have questions about how to prepare for or connect to your appointment, please visit [eVisit Help Centre](#).

If you are seeing your family doctor or specialist, please return to this email after your eVisit and take a [short survey](#) about your experience. All information will remain confidential.

Thank You.

[Video] OTN: Creating and Sending an OTNinvite (GuestLink):

https://training.otn.ca/pluginfile.php/31114/mod_resource/content/79/CreatingSendingOTNinvite/index.html



OTN HUB & PCVC

VIDEOCONFERENCE

OTN'S PCVC

The screenshot displays the OTN's PCVC website interface. At the top, there are two service tiles. The first tile, titled "ENROL COPD & CHF patients", features a green icon of a heart with a pulse line and a checkmark, and a blue button labeled "Refer a Patient" with a "learn more" link below it. The second tile, titled "Access Mental Health Support", features a green icon of a network of nodes and a blue button labeled "Discover Big White Wall". Below these tiles is a dark navigation bar with white text for "Directory", "Videoconference", "Schedule", "eConsult", "Tele dermatology", "Telehomecare", and "Professional Development". The "Videoconference" button is circled in red. A red arrow points from a text box below to this button.

Log on to www.otnhub.ca and click on this button to view your daily schedule.

OTN APPOINTMENT VIEW

otn HUB

Directory Videoconference eConsult Schedule Learn

Connect to...

MONDAY, MARCH 09

EVENTS [Show Patients](#) | [Print Events List](#)

Scheduled for: Kelly Duong (myself)

13:00-14:00
💡 Telemedicine Appt
Scheduled to call Melissa Dymond

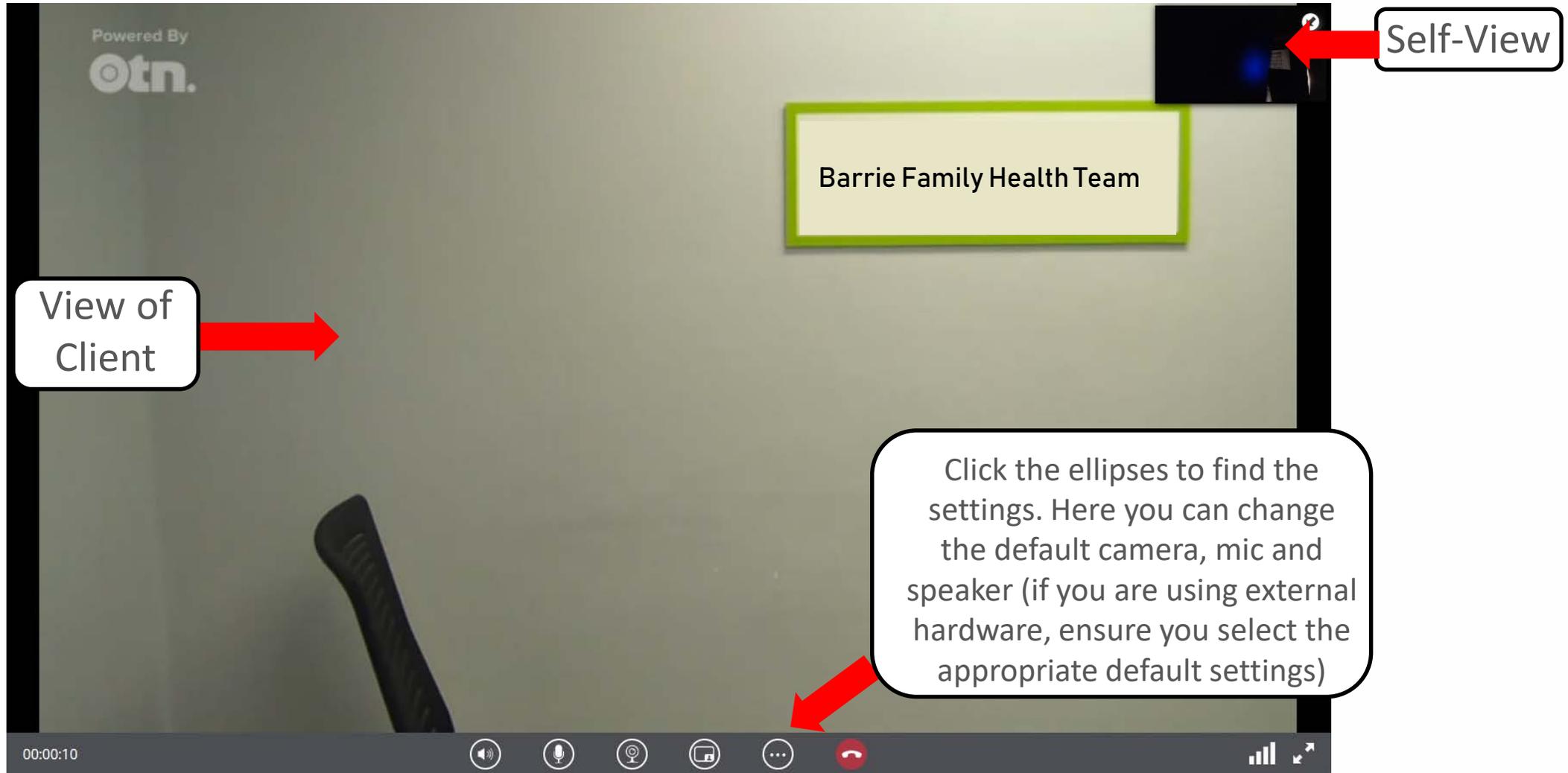
14:00-14:30
💡 Education Session
Scheduled to call Denise Canso

MARCH 2020

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
		24	25	26	27	28
		31				

Your scheduled appointments will show up here. Click on the **blue telephone icon** to start your call.

YOUR CALL WILL LOOK LIKE...



TROUBLESHOOTING

PCVC

Common problems and solutions:

“You are the only participant in the event, or there is no one in the room”

- ✓ Contact one of the site coordinators to see where the patient is. They may be running late.

“The call dropped or will not connect.”

- ✓ Try refreshing the webpage and connecting again.

“You cannot hear the participant, or they cannot hear you”

- ✓ Ensure microphones are not muted
- ✓ Ensure the volume is turned up

“The camera, microphone or speaker is not functioning properly”

- ✓ Ensure the default camera, mic and speaker settings are properly selected

If you are still having trouble connecting, call [OTN Troubleshooting: 1-855-654-0888 ext. 2.](tel:1-855-654-0888)

RESOURCES

CAMH Resources

1. CAMH TeleMental Health Policy & Tip Sheets for Clinicians and Patients:
http://insite.camh.net/policies/pc_2_20_1_telemental_health-115420.pdf#search=telemental%20health%20policy%20
2. TeleMental Health E-learning Module on CAMPUS: <https://camhlms.peoplefluent-ca.com>
3. TeleMental Health Services Website:
<https://www.porticonetwork.ca/web/telemental-health/telepsychiatry>

OTN Resources

1. **All OTN Resources for the above training can be found at:** <https://support.otn.ca/en/connect-help>
including:
 - OHIP Billing Information & Physician Registration form
 - Troubleshooting
 - How-to guides
 - FAQ & more
2. PCVC Log-in page: <https://tm.otn.ca>

RESOURCES

Other Resources

1. CPSO Website: <https://members.cpso.on.ca/?v=members>
2. OTN Express Sign Up: <https://otnhub.ca/signup-info/>
3. E-Health ONE-ID Registration Guide: https://www.ehealthontario.on.ca/images/uploads/support/one-id/one_id_cpso_registration_guide.pdf



THANK YOU!
QUESTIONS?