



# COVID-19 PREPAREDNESS: TELEMENTAL HEALTH CLINICAL SCHEDULING TRAINING

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TeleMental Health, ECHO, OPOP & NPOP-C

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



# ROLES

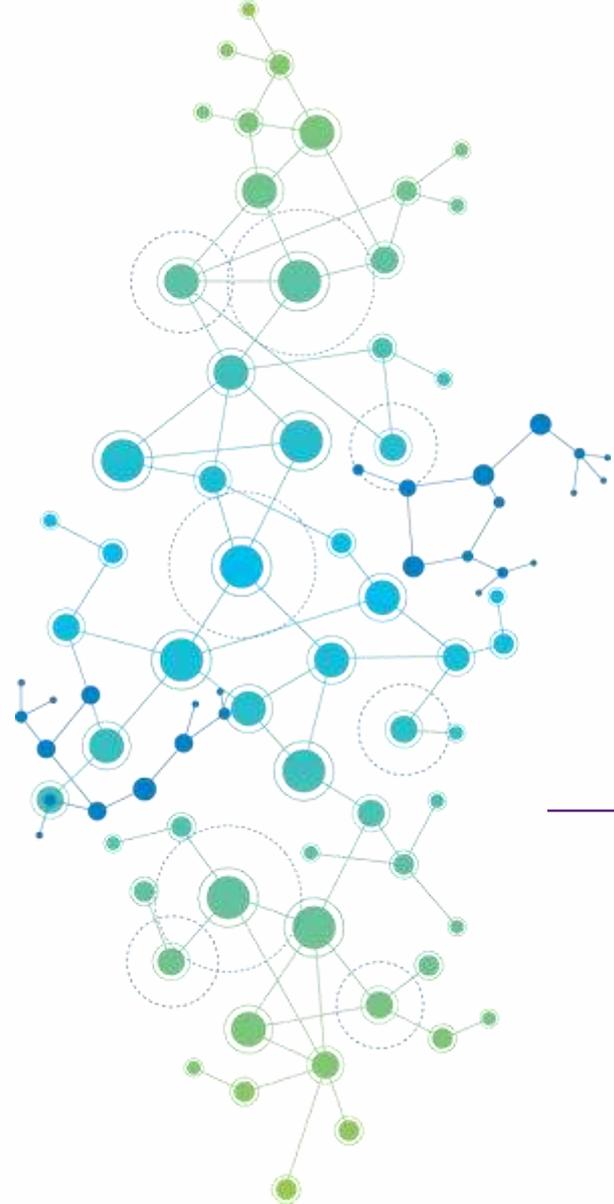
• CAMH Clinical Scheduler	CAMH Physician (PCVC)	TeleMental Health Services	OTN
<ul style="list-style-type: none"><li>• This user will require an OTNHub account to schedule any OTN videoconferencing appointments</li><li>• Register for an account through TeleMental Health Services</li><li>• Can schedule appointments on room systems, mobile carts or PCVC accounts</li><li>• Note: 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)</li></ul>	<ul style="list-style-type: none"><li>• 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)</li><li>• Register for an account through TeleMental Health Services</li></ul>	<ul style="list-style-type: none"><li>• CAMH TeleMental Health Services will assist with registering admins, physicians and other users with OTN accounts as required</li><li>• Provides training on how to use OTN services to CAMH staff and programs</li></ul>	<ul style="list-style-type: none"><li>• OTN approves registration requests from TeleMental Health Services</li><li>• Offers training, technical and troubleshooting support for all platforms (scheduling, videoconferencing, etc.)</li><li>• See Resources list for information on how to access OTN support</li></ul>

# 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 & N-COMPASSS

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SCHEDULING APPOINTMENTS

# HOW TO REGISTER FOR CLINICAL SCHEDULING

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

1. 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](mailto:telementalhealth@camh.ca) to register for an account
2. You will need to provide your full name, email, phone/extension and indicate who you will be scheduling on behalf of (e.g. specific physician's PCVC account)
3. Request for an account will be approved by OTN
4. Users will receive communication from OTN on finalizing their clinical scheduling account (Note: this may take approximately 15 business days)

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

## REQUESTING DELEGATE ACCESS

Clinical schedulers must be added as delegates to OTN systems in order to schedule on them:

Once you have your scheduling account set up, email [telementalhealth@camh.ca](mailto:telementalhealth@camh.ca) the following:

To: [telementalhealth@camh.ca](mailto:telementalhealth@camh.ca)

Subject: Delegate Access

Hello,

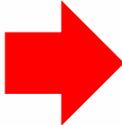
Please provide Firstname Lastname ([first.last@camh.ca](mailto:first.last@camh.ca)) delegate access to schedule on behalf of:

- All TOR\_CAMH\_0079\_COL cameras
- All TOR\_CAMH\_0132\_QUE cameras
- Firstname Lastname CAMH (PCVC – CAMH consultant name)

Thank you,

|

Indicate that you need scheduling access to all the cameras (room systems/mobile carts) at CS and QS. Then, add the consultant PCVC accounts.



# OTN HUB HOMEPAGE

The screenshot displays the OTN Hub Homepage with a background image of a healthcare professional. The page is organized into two main sections: OTNhub Services and eCare Disease Management Solutions.

**OTNhub Services**

- Connect with a Patient at Home**: Setup an visit with a patient in their home. Includes an input field for "enter patient email" and a "learn more" link.
- Make a Video Call**: Connect to an OTNhub member or room-based system. Includes a "Go" button and a "learn more" link.
- Find a Host Site**: Find a site close to your patient to schedule a visit visit. Includes an input field for "city or postal code" and a "learn more" link.
- Find a Specialist**: Search the Directory to find a specialist who accepts patient referrals via video. Includes an input field for "enter a speciality" and a "learn more" link.
- Ask a Clinical Question**: Ask a Specialist a clinical question and get advice within days using eConsult. Includes a "Launch eConsult" button and a "learn more" link.

**eCare Disease Management Solutions**

- Enrol COPD & CHF patients**: Discover a six-month intensive coaching program and remote home-monitoring program called Telehomecare. Includes a "Refer a Patient" button and a "learn more" link.
- Access Mental Health Support**: Share an online support network for those ages 18 and up. It is available at no charge in Ontario. Includes a "Discover Big White Wall" button.

**Footer**

Directory    Videoconference    Schedule    eConsult    Teledermatology    Telehomecare    Professional Development

[Video] How to Schedule in N-Compass: [https://training.otn.ca/pluginfile.php/20633/mod\\_resource/content/35/SchedulingNutshell/SchedulingNutshell.html](https://training.otn.ca/pluginfile.php/20633/mod_resource/content/35/SchedulingNutshell/SchedulingNutshell.html)

# FINDING AN OTN SITE

The image shows a screenshot of a web interface with five service tiles. The tiles are:

- Connect with a Patient at Home**: Setup an eVisit with a patient in their home. Includes a blue 'Go' button and a 'learn more' link.
- Make a Video Call**: Connect to an OTNhub member or room-based system. Includes a blue 'Go' button and a 'learn more' link.
- Find a Host Site**: Find a site close to your patient to schedule a video visit. Includes a search bar with the placeholder text 'city or postal code', a grey 'Go' button, and a 'learn more' link. This tile is circled in red.
- Find a Specialist**: Search the Directory to find a specialist who accepts patient referrals. Includes a blue 'Launch Directory' button.
- Ask a Clinical Question**: Ask a Specialist a clinical question and get advice within days using eConsult. Includes a 'learn more' link.

A red arrow points from a callout box to the search bar in the 'Find a Host Site' tile.

To find an the nearest OTN site to your patient, enter their postal code in the search bar above.

# FINDING AN OTN SITE

Showing Results for Sites near 'Huntsville, ON, Canada'

✕ Clear filters

## Site

- Hosts Patients
- Nursing Support

## Peripherals

- Document Camera
- ENT Scope
- General Exam Camera
- Laptop
- Teleteth

## Accessibility

- Bariatric Chair
- Bariatric Scale
- Stretcher
- Wheelchair

## Site Usage

- Administrative
- Clinical
- Educational

Show

Sort By: Site Type



### Muskoka Algonquin HC - Huntsville District Memorial Hospital

Site ID: 0019  
Site Type: Hospital - Community  
Usage: Clinical, Educational,  
Administrative  
Hosts Patients: Yes  
Distance: 1.57 km



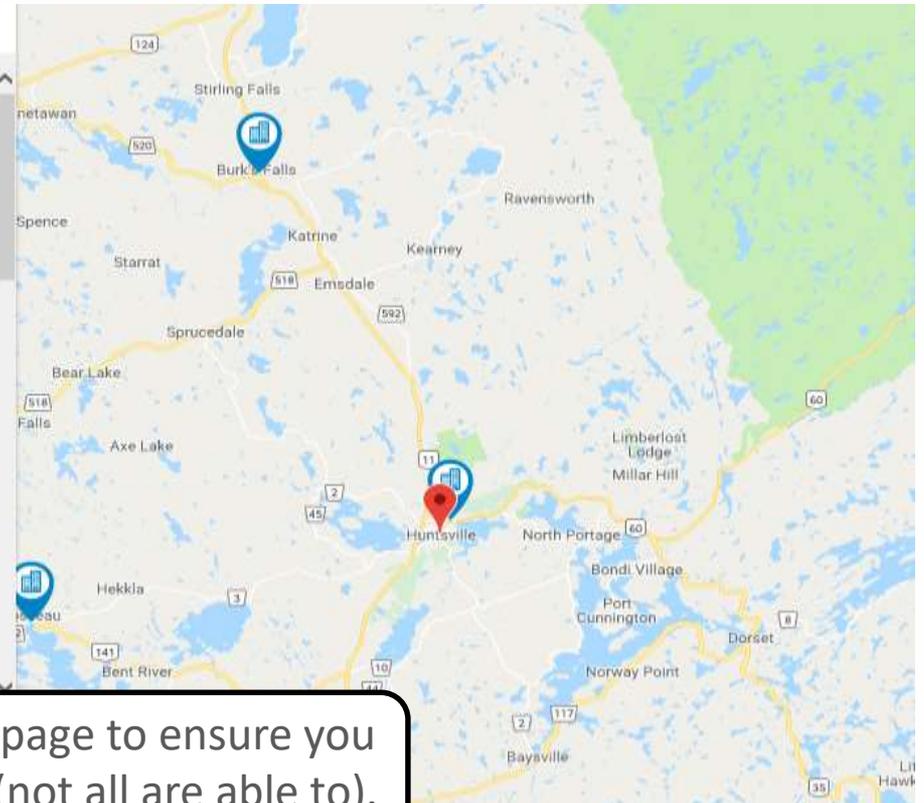
### Muskoka Algonquin HC - South Muskoka MH

Site ID: 0227  
Site Type: Hospital - Community  
Usage: Clinical, Educational,  
Administrative  
Hosts Patients: Yes  
Distance: 32.04 km



### Rosseau Nursing Station

Site ID: 0123  
Site Type: Nursing Station  
Usage: Clinical, Educational,  
Administrative  
Hosts Patients: Yes  
Distance: 34.26 km



Use the filter on the left side of the page to ensure you only search sites that host patients (not all are able to).

# NCOMPASS - SCHEDULING

The screenshot shows the NCOMPASS website interface. At the top, there are three main service tiles: 'Find a Host Site' with a location pin icon and a search box for 'city or postal code'; 'Find a Specialist' with a magnifying glass icon and a search box for 'enter a speciality'; and 'Ask a Clinical Question' with a speech bubble icon and a 'Launch eConsult' button. Below these is a section for 'eCare Disease Management Solutions' with two tiles: 'Enrol COPD & CHF patients' and 'Access Mental Health'. At the bottom, a navigation bar contains several tabs: 'Directory', 'Videoconference', 'Schedule' (circled in red), 'eConsult', 'Teledermatology', 'Telehomecare', and 'Professional Development'. A red arrow points from a callout box to the 'Schedule' tab. The callout box contains the text: 'Click on the “Schedule” tab at the bottom of the home page. This opens “NCOMPASS”, OTN’s scheduling platform.'

# SCHEDULING IN NCOMPASS

The screenshot displays the NCOMPASS scheduling interface. On the left is a navigation menu with sections: Calendar (Today, This Week, View My Events (6), View My Marked Times), Non-Clinical Events (Create Multipoint, Create Point-to-Point), Clinical Events (Create Point-to-Point, Create Ncompass Clinic), Resources (Public Events, Reports, Documents, Directory, Scheduling Models, Upcoming Events), and What's New (Mark Time Feature). The main area shows a calendar grid with time slots from 3 am to 8 am. Below the grid, event details are shown for three appointments:

- 9:00 AM - 10:30 AM EST** 84654079 Blanca\_BoleaAlamanac\_CAMH (Cancelled)  
Event Category: Clinical, Event Type: Mental Health (Psychiatry, includes addictions behaviour, addictions substance), Patient Name: Chad Miller, Consultant Name: Blanca Bolea-Alamanac, Systems In Event: ORI\_CCFH\_2749\_CCF\_01, Blanca\_BoleaAlamanac\_CAMH
- 9:25 AM - 10:30 AM EST** 82407246 KNG\_CAMH\_1578\_PEH\_01+ (Completed)  
Event Category: Administrative, Event Type: Other (required to specify as free text), Event Title: 2018 PSSP All Staff Planning Committee, Presenter: Rupi Chera
- 9:30 AM - 11:00 AM EST** 84705741 TOR\_CAMH\_0079\_COL\_14 (Completed)  
Event Category: Clinical, Event Title: CAMH, Patient Name: Brenda Roach, Consultant Name: Sarah Mishelle McIntyre-Stewart, Systems In Event: BAR\_BCFH\_5114\_BCF\_01, TOR\_CAMH\_0079\_COL\_14

On the right, a calendar for May 2018 is shown. Below it are buttons for 'Mark a Time' and 'Print Calendar'. Under 'My Systems:', there is a 'View My Systems' button. Under 'All OTN Systems:', the 'View Other Systems' button is circled in red.

On the right side of the NCOMPASS home page, you will see a calendar. Click on the day to view its schedule (you will see appointments booked on systems that you are a delegate to).

You can look at other sites' schedules and other information. Click **“View Other Systems”**.

# SEARCHING AN OTN SITE

Select	Search	View Site	Update
Site	Barrie & Community Family Health Team		
System Name	<b>BAR_BCFH_5114_BCF_01</b>		
Address	370 Bayview Drive Barrie, ON		
Postal Code	L4N8Y2		
City	Barrie		
Room	Capacity approx 6 for clinical event, 6-8 for non clinical event		
Fax			
Phone			
System Status	Active		
Date Testing Was Completed			
Tested By			
System Protocol	H.323		
System Type	Hardware Video Endpoint		
Connection Type	On-Net IP VPN-s		
Portal Calling Activated	Yes		
Connection Speed	512 Kbps		
Bridge Required	No		
Clinical Use	Yes		
Administrative Use	Yes		
Educational Use	Yes		
Notes	Send Ncompass requests and confirmations Deb Hill at telemedicine@bcfht.ca. Site is open to accommodate all patients. If appointment is urgent, call Deb directly to book. Hours of operation are Monday-Friday 0830 to 1630 EST. <b>**Note: System is booked on Tues 1230-1600 EST, Wed and Thurs 0900-1200 EST. Site is aware of and using the Mark a Time Feature. // Site has General Exam Camera (no Stethoscope).</b>		
<b>Contacts.</b>			
Deb Hill	<input type="button" value="VIEW"/>		

Search the OTN site by name, address, city, PCVC or **system ID\***

- **A System ID** represents each system across Ontario. For room-based or mobile cart systems, the ID usually begins with the first three letters of the city, followed by the site name, a four digit code (system ID), location of the camera & two digits at the end (camera #).  
*Example:* TOR\_CAMH\_0079\_COL\_05 (Toronto/CAMH/0079/College St./camera 05).
- **A PCVC ID** is the name of the individual, followed by their organization name (e.g. Melissa\_Dymond\_CAMH)

Once you have found the system ID you are looking for, click the magnifying glass next to it. This pulls all relevant information (contact info, coordinators, etc.)

# CLINICAL POINT-TO-POINT



When you find the OTN site for your patient/client, you need to contact the telemedicine coordinator at the site to reserve a camera.

- Confirm the OTN site's system ID
- Confirm the name of the onsite contact person who will be available during the appointment
- You may request nursing support for your patient/client if available

Once you are ready to schedule a clinical OTN appointment, click **“Create Point-to-Point”** under Clinical Events.

For clinical events between more than two OTN systems, click **“Create N-Compass Clinic”**. *You will notice that you have the option to add more systems. Use this option for scheduling clinical multi-point events.*

# CLINICAL POINT-TO-POINT

**Calendar**

- Today
- This Week
- View My Events **6**
- View My Marked Times

**Non-Clinical Events**

- Create Multipoint
- Create Point-to-Point

**Clinical Events**

- Create Point-to-Point
- Create Ncompass Clinic

**Resources**

- Public Events
- Reports
- Documents
- Directory
- Scheduling Models
- Upcoming Events

**What's New**

**Mark Time Feature**  
Ncompass users can communicate whether their system is, or is not available - by marking time in their calendar. This is a powerful communication tool that enables healthcare coordinators and schedulers to share notes and statuses regarding systems.  
[Click here to learn more about how to use the mark time feature in Ncompass](#)

**Requestor\*** [Text Field] [Select Requestor]

**Consultant\*** [Text Field] [Select Consultant]

**Patient\*** [Text Field] [Text Field] [Select Patient] [Clear]

**Gender\***  Male  Female

**Address:** [Text Area]

**Home Phone:** [Text Field]

**Work Phone:** [Text Field]

**Date of Birth:** [Text Field] e.g.: 18-01-1973

**Age Group\*:**  Paediatric (0-17)  Adult (18-74)  Geriatric (75+)  Unknown

**OHIP Number:** [Text Field]

Click to search consultant name in the OTN directory

**Created By:** [Text Field]

**Creation Date:** [Text Field]

[Save]

**Event Details** [Click here for help with this section](#) ?

**Event Title:** [Text Field]

**Event Type\*:** [Text Field] [Select Type]

**Other Description:** [Text Field]

**Do not include patient health information (PHI)**

**Appointment Type\*:**  Initial  Follow-Up

**Purpose\*:** [Dropdown]

**Priority\*:**  Elective  Urgent/Emergent Need help selecting the appropriate priority code?

**Date of Event\*:** [Text Field] dd-mm-yyyy

**Scheduled Event:**

24 Hour Format, HHMM

Start Time\* [Text Field] End Time\* [Text Field]

You must fill in all the required fields (\*)

OHIP Number is not mandatory, but useful for identifying patients as they arrive at the OTN Site

- TO NOTE:**
1. Event Type is Mental Health
  2. Purpose is one-to-one (unless otherwise)
  3. Scheduled in EST

# CLINICAL POINT-TO-POINT

Date of Event\* :   dd-mm-yyyy

Scheduled Event:

24 Hour Format, HHMM

Start Time\* (EST) End Time\* (EST)

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Initiating System: Patient  Consultant

Start Call Automatically?: Yes  No

- Enter date and time of appointment (EST)
- Initiating system: the consultant should initiate the call
- Start call automatically: you can select yes to have the call start at the scheduled event time

# CLINICAL POINT-TO-POINT

**Systems** [Click here for help with this section](#) ?

**Patient System :**

My Systems :  ▼ **Select Other System**

Patient Site Coordinator:  **Select** **Clear**

Email:

Phone:

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**Consultant System\* :**

My Systems :  ▼ **Select Other System**

Consultant Site Coordinator:  **Select** **Clear**

Email:

Phone:

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**Who Will Contact The Patient?\*** [Click here for help with this section](#)

Patient Coordinator  Consultant Coordinator  Other (Specify)

Other Coordinator:  **Select Requestor**

Please note that this person will not automatically be notified about contacting the patient.

Here is where you will need the OTN site ID.

Click **“Select Other System”** and enter the system number (4-digit code) to search. Then, select the one you need to use.

Click **“Select”** beside patient site coordinator and search by last name to add them. **It is important to add this information in case you need to contact them on the day of the appointment.** You can add additional contacts if applicable at the bottom of this page.

Repeat the above steps for the consultant system information. Finally, indicate who will contact the patient to notify them of their appointment.

# EVENT APPROVAL

The screenshot displays a web interface for event management. On the left, there are navigation menus for 'Non-Clinical Events', 'Clinical Events', 'Resources', and 'What's New'. The main area shows event details for a 'Mental Health (Psychiatry, includes addictions behaviour, addictions substance)' event. The right sidebar contains a date '02-05-2018' and a list of actions: Edit, Copy, Print, Show Full Log, Cancel, Generate Patient Letter, Notify Participants, Request Scheduling Assistance, and Manage Attachments. Below these is an 'Event Approval' section with three rows: 'Patient System Approval' with an 'Approve' button, 'Consultant System Approval' with an 'Approve' button, and 'Patient Has Been Contacted?' with a 'Confirm' button. A callout box in the center contains instructions on how to approve and edit events. Red circles highlight the 'Approve' and 'Confirm' buttons.

Event Type: Mental Health (Psychiatry, includes addictions behaviour, addictions substance)

Appointment Type: Follow-Up

Purpose: One to One Consult

Priority: Elective

Initiating System: Consultant

Start Call Automatic: No

Patient:

Patient Gender:

Patient Address:

Patient Home Phone:

Patient Work Phone:

Patient DOB:

Age Group:

Patient OHIP:

Consultant:

Supporting Materials: [File Name](#)

Right-Click To Save

Participant Systems

Patient System

02-05-2018

Edit

Copy

Print

Show Full Log

Cancel

Generate Patient Letter

Notify Participants

Request Scheduling Assistance

Manage Attachments

Event Approval

Patient System Approval

Approve

Consultant System Approval

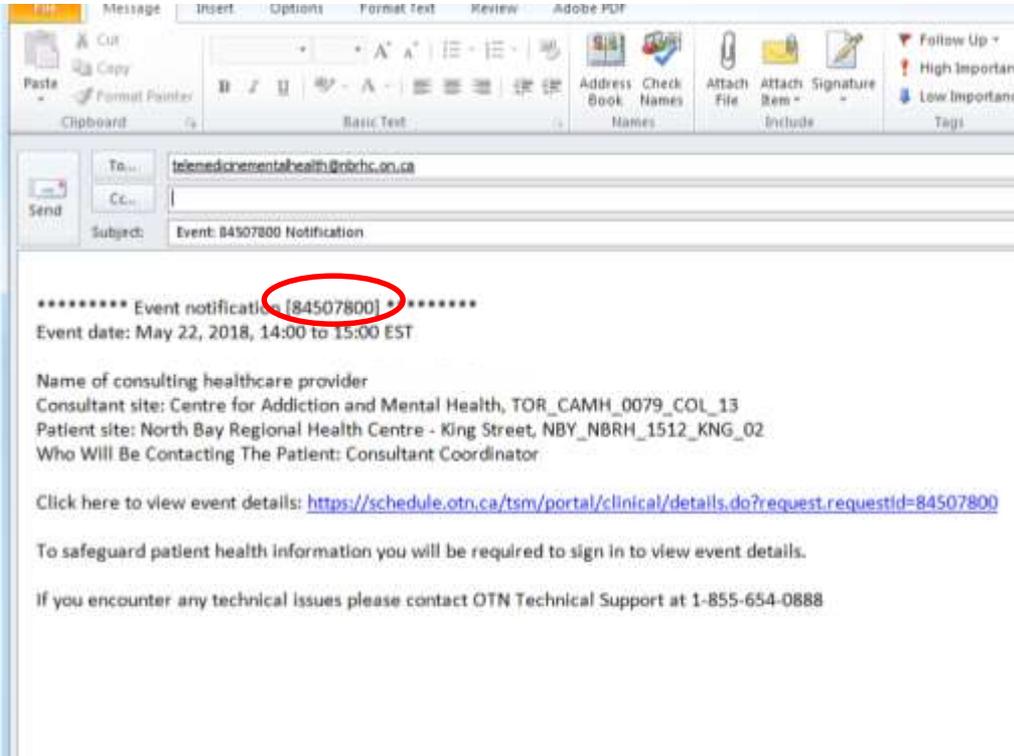
Approve

Patient Has Been Contacted?

Confirm

Click Approve and Confirm to schedule the clinical event. To edit after an event has been scheduled, click revise, then click edit.

# NOTIFY PARTICIPANTS



- › After confirming the appointment, a pop-up box will appear. Click “OK” to generate an email to send to all coordinators listed.
- › This email does not contain any confidential or private patient/client information. It contains a link to the appointment in N-Compass that only approved users can access.
- › Send this link to the patient site coordinator as confirmation of a booked appointment.
- › It may be useful to note the **Event ID #** as this reference number is required for any troubleshooting via OTN technical support.

# 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.

# PLACING A CALL IN N-COMPASS

Added By	Date Added

[Click here for help with this section](#) ?

Contact Info	Cal
<a href="mailto:telemedicinementalhealth...">telemedicinementalhealth...</a>	

Contact Info	Cal
<a href="mailto:cameron.sharp@camh.ca">cameron.sharp@camh.ca</a> 416-535-8501x34778	

**Event Approval**

Patient System Approval

[Revise](#)

Consultant System Approval

[Revise](#)

Patient Has Been Contacted?

[Revise](#)

**Click to Call**

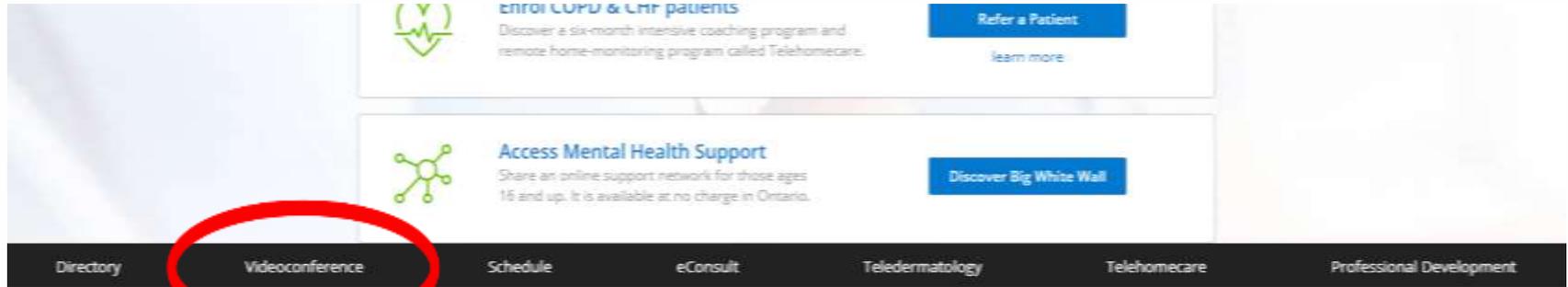
[Place Call](#) [Drop Call](#)

If your OTN call does not start, you can manually push the call through.

To place the call on behalf of a consultant remotely, click **“Place Call”** next to the appointment details in N-Compass.

If the call cannot start, you will see a red bar with an error message. You may troubleshoot at this time.

# SCHEDULING VIA GUEST LINK



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. Select the consultant you are scheduling on behalf of (if applicable). 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.

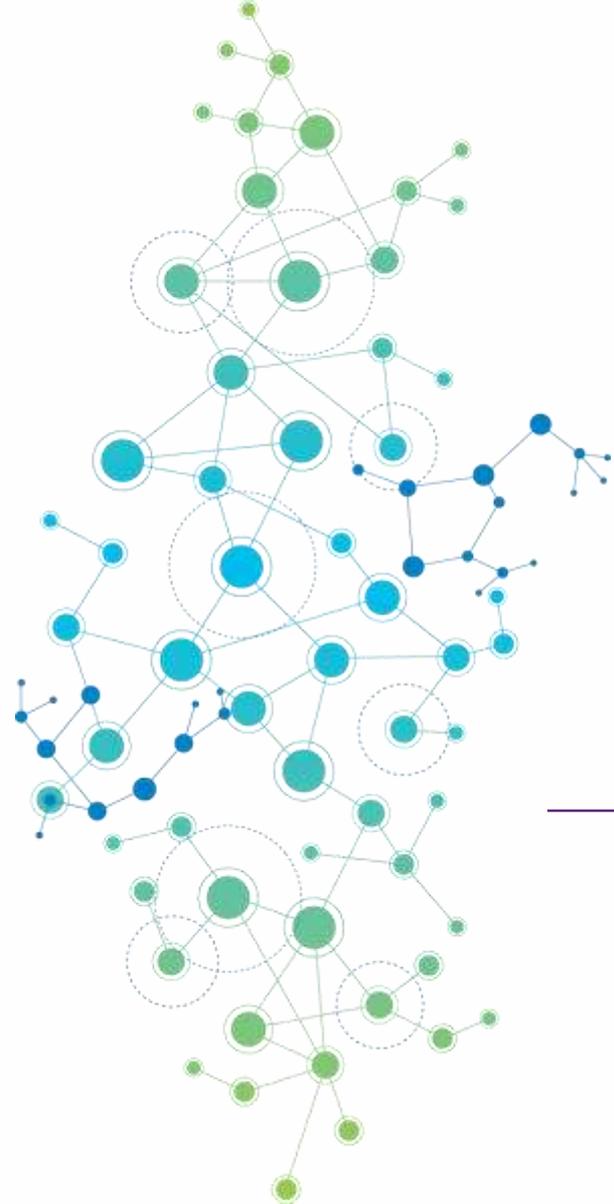
225083

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](#).



# ROOM SYSTEMS/MOBILE CARTS

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VIDEOCONFERENCE

# STARTING A CALL ON A ROOM SYSTEM OR MOBILE CART

**STEP 1** - Turn on the TV using the remote for the television

**STEP 2** – Turn on the camera by clicking the red phone button on the system remote



**STEP 3** - Adjust the microphone and camera.

→ Move the mic relatively close to you (sometimes an echo occurs when the mic is too close to the TV or computer). There should be an image on the screen to tell you if your mic is on or off

→ You can use the arrows on the remote to move the camera angle (or you can move it by hand). To zoom in or out, use the buttons that say 'zoom' or have a picture of a magnifying glass, depending on the type of remote.

**STEP 4** - Start the call: Depending on the system, you may start the call by searching the address book, or clicking on the magnifying glass on the TV screen.

→ Begin typing the site's name (*example, TOR\_CAMH\_0079\_COL\_12*).

When you find the correct system, click to place the call.



# TROUBLESHOOTING

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## ROOM-BASED SYSTEM/MOBILE CART

### Common problems and solutions:

*“The screen is black”*

- ✓ Make sure the TV is switched on and all the plugs are firmly pressed in.
- ✓ Ensure you are connecting to the correct site ID and camera
- ✓ Make sure the TV input is set to HDMI. If the TV has more than one HDMI port, select the one that connects to the Videoconference system.
- ✓ If all else fails, unplug everything from the wall outlet, wait a few seconds, then plug it back in and turn it all back on. This is a “hard reboot” and can get rid of glitches

*“I can’t control the camera”*

- ✓ Sometimes the camera can get put in one position and fail to reset. Gently turn it as far as it will go to the left or right; when it reaches its limit, it should reset and turn by itself back to the middle. If it doesn’t, unplug it, wait a few seconds, then plug it back in.

*“The people at the remote site can’t hear me”*

- ✓ Your microphone may be muted. Press the mute button on the microphone or on the remote.
- ✓ Ensure their volume is turned up

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

# OTN CAMERAS AT CAMH

\* Subject to change

Camera ID	Program (system owner)	Contact	Room Number
0079_02	TeleMental Health Services	TeleMental Health Services	CS Room 1133 (Dr. Rodie's Office)
0079_03	IMG	Fiona Cai or 30000	Eli Lilly Centre Room 2015
0079_04	IMG	Fiona Cai or 30000	RS Room 2022
0079_06	UofT	Fiona Cai or 30000	CS 801
0079_07	PSSP	Christine McDermid	RS 3030
0079_08	TeleMental Health Services	TeleMental Health Services	CS 824 (Dr. Goldbloom's Office)
0079_09	Access and Transitions	Katherine Gatfield	CS 1158
0079_10	UofT	Fiona Cai or 30000	CS 845
0079_11	TeleMental Health Services	TeleMental Health Services	RS 1071-B
0079_12	Project ECHO	Maurey Nadarajah	CS Room 853
0079_13	TeleMental Health Services	TeleMental Health Services	RS 1071-C
0079_14	TeleMental Health Services	TeleMental Health Services	RS 1071-A1
0079_15	PSSP	Christine McDermid	RS 4100
0079_16	TeleMental Health Services	TeleMental Health Services	RS 1046
0132_01	IMG	Fiona Cai or 30000	QS Unit 4 Room 186
0132_02	IMG	Fiona Cai or 30000	QS Unit 4 Room 180
0132_03	Complex Care & Recovery (LAMH)	Yvonne Hinds	QS Unit 3 Room102
0132_04	Complex Care & Recovery (LAMH)	Yvonne Hinds	QS Unit 3-4
0132_05	Addiction Services	Ines Moreira	60 WSW, Multiple Rooms
0132_06	Pain Clinic	Andrea Blair	BGB Room 3151
0132_08	CYFP	Erika Schmidt	80 WW Room 5222
0132_09	Complex Care & Recovery (LAMH)	Yvonne Hinds	Unit 1-186
0132_10	Pain Clinic	Andrea Blair	BGB Room 3357
0132_11	Gender Identity Clinic	Peter Panagrov	60 WSW Room 441
0132_12	CYFP	Erika Schmidt	80 WW Room 6111

# 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](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>



THANK YOU!  
**QUESTIONS?**

