

## What you need to know: using telemedicine for dermatology consults

This package contains information about setting up and using ConsultDerm, an online tool designed to improve access to dermatological consults for family physicians in urban, remote and isolated BC communities. We hope you find these documents helpful.

— Sincerely, Drs. Michelle Teo and Rob Swan **Telemedicine Project Working Group Members**

### ABOUT CONSULTDERM

- A Shared Care teledermatology initiative
- Currently being used by more than 1,100 BC referring clinicians and 11 dermatologists
- All dermatology consults are tracked and answered
- Past consults are readily retrievable
- All physicians and nurse practitioners in BC can access the system
- No specialized software is needed
- The system interface is easy to use
- The database is secure and confidential

### INCLUDED IN THIS PACKAGE

#### 1. Survey

Fill out a one-page survey after completing a ConsultDerm referral, and receive a 2-hour sessional.

This sessional compensates for learning time and for your input, and will be available for completed surveys received prior to December 31, 2016.

#### 2. ConsultDerm Office Workflow Guide

This how-to guide, developed by Oliver family physician Dr. Robert Swan, will walk you through every step needed to set up and use ConsultDerm in your office.

Previous users will note that this guide has been updated to incorporate new changes to the program (such as making it easier to drag and drop photos into a consult).

Please note: This office workflow is designed for a physician and MOA to share in the preparation of a dermatology consultation request. Physicians can also choose to create requests on their own.

### ADDITIONAL RESOURCES

[Division of Family Practice website](http://sosdivision.ca) (sosdivision.ca under the resources section)

[ConsultDerm BC website](http://bc.consultderm.com) (bc.consultderm.com)

To access support for using ConsultDerm:

[Shared Care Project Manager, Tracy St. Claire](mailto:tracy.stclair@sosdivision.ca) (tracy.stclair@sosdivision.ca or 778.476.5694)

**PLEASE RETURN SURVEY TO: Kate Harris** Division of Family Practice QI and Evaluation Coordinator  
**Fax: 778 476 5992 or kate.harris@sosdivision.ca** Questions? Or to answer survey by phone (778 476 1801)

**Physician Name:** \_\_\_\_\_ **Fax number:** \_\_\_\_\_

Patient was:     From my roster     Referred specifically to me for a ConsultDerm appointment

**1.**     **This was my first time using ConsultDerm**     **I have used ConsultDerm before**

**2. Overall, I was satisfied with the experience**     Yes     Somewhat     No

a. The referral process was clear     Yes     Somewhat     No

b. The referral process was easy     Yes     Somewhat     No

c. The consult was clear     Yes     Somewhat     No

d. The consult was timely     Yes     Somewhat     No

e. The follow-up was clear     Yes     Somewhat     No

**3. I plan to use ConsultDerm again**     Yes     No    Why or why not? \_\_\_\_\_

**4. What would help you in your next consult?** \_\_\_\_\_

**5. Do you need more information, or support with ConsultDerm? If so, would you like:**

One-on-one office visit with Dr. Swan

Phone call or email with Dr. Swan

Mentoring with another colleague

Other \_\_\_\_\_

**6. How did you find out about ConsultDerm? (Please check all that apply)**

Dermatology CME in November

SOGH CME on ConsultDerm in April

Linden Gardens CME in May

PRH CME on ConsultDerm in June

Contact directly from Dr. Swan

Colleague

Other \_\_\_\_\_

**7. What's the best way for you to find out about this type of tool in the future?**

These approaches worked well.     Other \_\_\_\_\_

**8. What tools and other resources did you use? (please circle the most helpful tool)**

ConsultDerm Office Workflow Guide

5-page Teledermatology handout

One-on-one office visit from Dr. Swan

YouTube videos

Coaching from a colleague

ConsultDerm website

Other \_\_\_\_\_

Additional comments \_\_\_\_\_

## ConsultDerm Office Workflow Guide

### FOR THE PHYSICIAN:

This workflow is designed to allow a physician and MOA to share in the preparation of a dermatology consultation request.

#### STEP ONE Register

- Go to website: [bc.consultderm.com](http://bc.consultderm.com)
- Enter registration data
- Set email address for notifications
- You will receive confirmation of successful registration by e-mail (This can take a few days)

#### STEP TWO Open Your Account

- You can review all previous consultations and any drafts pending completion.

#### STEP THREE Get Patient Information

- Meet with your e-consult patient.
- Get consent to transmit patient information electronically.
- Take photos of rash or other skin condition of concern using a smartphone, tablet (iPad) or camera.
- Remember to delete photos from your personal device.

#### STEP FOUR Transfer Photos to your Office Computer

- Create an email.
- Attach the photos and include the patient's name and DOB in the content.
- Send the email to your office computer so your MOA can access it.

#### STEP FIVE Prepare Referral Letter

- Prepare a brief referral letter using your office EMR consultation referral template. Address the letter to ConsultDerm.
- The letter should contain the following:
  - Age and sex of patient
  - Brief description of the skin problem
  - Anatomical location of the rash or lesion
  - Past and current treatments
  - Relevant past medical history
  - Medications and any known allergies
- The referral letter will go to the next available dermatologist. If you want a specific dermatologist from the list of dermatologists in the program, either add their name in the opening or make your MOA aware of your choice.

#### STEP SIX Forward the Referral Letter to your MOA

### Email and Desktop Tips

- ConsultDerm can be accessed with web browser on any computer, smart phone or tablet. Phone and tablets default to a mobile version, but the desktop version is available by changing the options on your device.
- Set up accounts with an email address for each physician for security of information.
- You may find it easiest to register on a desktop or laptop. Once you have an account, you can access using any device.
- Save the ConsultDerm website as a favourite.
- Leave the sign-in icon on your desktop.
- Try creating a practice consult:
  - a.) Put 'Test Consult' in the history section
  - b.) Use your own photos
  - c.) Address to ConsultDerm founder, Jaggi Rao
  - d.) Review your work but do not send or click done. Then, delete the dummy request from drafts

### Photo Tips

- Try not to use a flash, as it can wash out colour.
- Use a blue or dark background if possible, especially for small parts like hands or feet.

### Options for TELUS EMR users

- See page 2 for details

## ConsultDerm Office Workflow Guide

### FOR THE MOA:

#### STEP SEVEN Attach Photo(s) to the Referral Letter in the Patient EMR

- Save the photos from the e-mail or saved file on your office computer to an easily identified desktop file for ease of access when transferring them to ConsultDerm.

#### STEP EIGHT Create the New Consult

- Open the referring physician's ConsultDerm account.
- Choose Request a Consult from the drop-down menu.
- Enter the patient demographics.
- Copy and paste the content of the referral letter from the EMR into the ConsultDerm template.
- Document the distribution of the rash or the location of the skin lesion(s) on the body map. (Consulting dermatologists find this extremely helpful.)
- Upload the patient photos from your desktop file.
- Make sure you can see the photos on final page before sending request. If you can't see them, they didn't upload.
- Choose a consultant – either the next available or the dermatologist specified by the physician.
- Send the request.

#### STEP NINE Complete the Referral Documentation in the EMR

- An email notification will come to the physician when the consultation is complete.
- The consultation can be reviewed directly in the ConsultDerm account.
- Print the consultation letter and scan it into the patient's EMR.
- Attach the consultation letter to the referral letter. This will complete the referral documentation within the EMR:

Referral letter  
Photos  
Consultation letter

ConsultDerm is a pilot project. Feedback and suggestions are welcome.

### Desktop File Tip

- Rename the photos with the patient's name +/- DOB
- You may require assistance from your EMR technical support desk to set up

### Training video

- A brief PowerPoint on the Shared Care website can help you review the procedures:

[http://sharedcarebc.ca/sites/default/files/ConsultDermBC\\_How\\_to\\_Use\\_FINAL.pdf](http://sharedcarebc.ca/sites/default/files/ConsultDermBC_How_to_Use_FINAL.pdf)

### Options for TELUS EMR users

- For physicians who use an iPhone or iPad with IOS 8.0 or later, and are a Med Access EMR user, Wolf or other Telus electronic medical record user, the free TELUS mobile app lets you take photos on your device and upload them directly to the EMR. It also automatically deletes photos.

More info:

[help.telusemrmobile.com](http://help.telusemrmobile.com)