

SCARBOROUGH IN SCOPE

July, 2023

SCOPE Phone line: 416-495-2556

WHAT YOU NEED TO KNOW ABOUT THE NEW SCARBOROUGH SCOPE

We are working hard to make it easier for you to access/navigate the service you need for your patients within SHN

Our Nurse Navigator can assist you in navigating hospital and community resources, specialist care, and other Scarborough services.

What new services are being offered and what should I expect when I dial through to them?

In addition to our Nurse Navigator, Internal Medicine, Mental Health, and Diagnostic Imaging pathways, Scarborough SCOPE has expanded with access to:

- **Fracture Clinic pathway:** provides assistance in navigating the system to get patients more timely access to consultations, condition management and surgical follow-up care. An extension of this pathway also provides access to SHN's Shoulder Clinic for non-fracture, acute or chronic cases.

Press 1	Press 2	Press 3	Press 4	Press 5
NURSE NAVIGATOR Connects you with services, answers questions	INTERNAL MEDICINE Consults/Clinics and COVID-19 Services	MENTAL HEALTH Community programs and hospital services	DIAGNOSTIC IMAGING Support choosing and booking best modality	FRACTURE CLINIC Urgent consultation and care
				

You may also leave a message and our team will get back to you within 24 hours. Our team is pleased to assist primary care providers to register as part of their call to ensure quick access to services. Learn more about Scarborough SCOPE at shn.ca/SCOPE, and the provincial SCOPE collaborative at scopehub.ca.

What does SCOPE actually offer me and my patients?

SCOPE can help navigate providers to the right services and may help to prioritize more urgent appointments. The SCOPE program has helped many patients avoid unnecessary emergency department visits that are often lengthy and put a strain on both patients and our health care system.

Where can I go to learn more about Scarborough SCOPE?

To learn more about SCOPE and view the full list of services, please visit shn.ca/SCOPE. You should also expect to receive a phone call or in-office visit from one of our Nurse Navigators who will explain the SCOPE program, answer any questions you may have, and help you to register if you are interested.

OUR NURSE NAVIGATOR: JENNIFER DAVIS



Jenn's 20+ years of experience with SHN, and familiarity with the services provided, make her a valuable asset and ideal for her role in linking SCOPE users to solutions. She also has access to other nurse navigators across the GTA. She will be happy assist you if have any questions make that connection.

Although we have 5 pathways, Jenn's in-depth knowledge of the services we provide at SHN will enable you access services you may not be aware that we have it. When not sure, call our nurses navigator.

SCARBOROUGH SCOPE BY THE NUMBERS

173

Registered Primary Care
Physicians

86

Calls received in June
2023

561

Calls received since
May 2022

HOW SCOPE HELPED

Healthcare professionals share their experiences

"I have been a member of SCOPE since before the COVID-19 pandemic but within the last month, an opportunity came up when a patient needed to be seen by a specialist. This patient didn't need to go into the emergency department, but needed to be seen relatively quickly and would have ended up there if their situation could not be figured out. So, I picked up the phone and called SCOPE. Through SCOPE's assistance, the patient was further referred to Neurology and even had EMG (electromyography) done.

I am sure there are a lot of practices facing similar issues, but my patients are getting older and come into the clinic with multiple issues. In many situations, you need the help of the specialist, and SCOPE could provide that support in a timely manner – I am very impressed and have since used it for two more patients."

Dr. Ranjit Rana, Family Physician

BILLING CODES FOR PHYSICIANS USING SCOPE

Telephone Consultation Codes

Scenario:

Referring physician requests the opinion of another physician (“consultant physician”) and consultant physician provides opinion or recommendation. Consultant physician reviews all relevant data, provides opinion / advice / recommendations for patient treatment and/or management...

K730 – Referring physician.....\$31.35 K731 – Consultant
physician.....\$40.45

Emergency department or hospital urgent care clinic

K734 – Referring physician.....\$31.35 K735 – Consultant
physician.....\$40.45

Payment rules:

- Maximum of 1 per patient, per day of each service code
- Minimum discussion of 10 minutes
- Both physicians (referring and consultant) are physically present in Ontario

Services not eligible for payment when:

- Arranging for transfer of patient care
- Arranging consultations, assessments, visits, etc.
- Discussing diagnostic results;
- Consultant physician sees patient same day or next day

K731 and K735 codes require referring physician billing # when submitting a claim.

Medical record requirements:

- Patient name and HCN
- Start and stop times of discussion
- Referring physician and Consultant physician name
- Reason for consultation
- Opinion and recommendation of Consultant physician

HAVE QUESTIONS ABOUT SCOPE? Contact us at ScarboroughScope@shn.ca and we will get back to you with a response. We will also feature your questions anonymously and share the answers in our next enewsletter so that your colleagues can benefit from your inquiries.