



SCARBOROUGH IN SCOPE

May 2023

SCOPE Phone line: 416-495-2556

WHAT YOU NEED TO KNOW ABOUT THE NEW SCARBOROUGH SCOPE

What is different since the last time I tried Scarborough's SCOPE?

Based on feedback from PCPs, Scarborough SCOPE's enhanced services are now more streamlined and built around access to our Nurse Navigator, who 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.

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.

**MEET OUR NEW MENTAL HEALTH PATHWAY
COORDINATOR: HELEN NGUYEN**

Helen is one of our newest Scarborough SCOPE team members, she is our Mental Health Pathway Coordinator. Helen is a Master Social Worker registered with the OCSWSSW and OASW who has been practicing for 10 years in various Mental Health roles. Helen has a profound understanding of the impacts that social determinants of health can have on a person's wellbeing and how they may manifest into medical conditions.



Helen's experience in Mental Health includes community mental health where she works in close collaboration with other community services and interdisciplinary providers. She provides both individual clinical therapy and group therapy sessions. Helen is skilled at connecting individuals and their families with supports and resources to create a tailored plan of care. Her expertise in therapeutic counseling helps individuals work through mental and physical health issues, develop resiliency to cope with their mental illness, including but not limited to depression, anxiety disorder, PTSD.

Helen can help you – the Primary Care Provider – with your most complex patients in locating community mental health services. She can provide bridging support – such as short-term therapy, system navigation, developing and managing cross-agency care plans – to your patients while they are waiting to be connected to further medical testing or longer term support. She can arrange a consultation for you, primary care provider, with an Ontario Shores Psychiatrist while you are in the process of connecting your patients to psychiatry.

If you are unsure about how to proceed with your patient's mental health needs, Helen would be happy to help you work out a care plan with services best suited for your complex patients, she can be reached via the Scarborough SCOPE line 416-495-2556 option #3.

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.