



SCARBOROUGH IN SCOPE

November, 2023

SCOPE Phone line: 416-495-2556

HOW SCOPE HELPED

Healthcare professionals share their experiences

"The Scarborough SCOPE mental health pathway has been an invaluable resource for supporting my difficult mental health cases. I have found the assistance they provide especially helpful in connecting me to local mental health resources and social supports.

For example, I recently contacted the SCOPE mental health pathway for help with a patient experiencing depression and acute homelessness. The patient was contacted by the SCOPE social worker and connected with local supports for housing and financial assistance. It would have been impossible to address her depression without first addressing the relevant social determinants of health.

I would strongly recommend that my fellow primary care providers utilize this invaluable resource when they feel "stuck" dealing with complicated or difficult social situations."

– Dr. Sean Haber, Scarborough Physician

SCARBOROUGH SCOPE BY THE NUMBERS

176

Registered Primary Care Physicians

1,132

Calls received since March 2021

49

Calls received in November

MEET OUR MENTAL HEALTH PATHWAY COORDINATOR: HELEN NGUYEN

Helen is one of our newest Scarborough SCOPE team members. Since Helen joined the SCOPE team and fine tuned the Mental Health Pathway, service calls to Mental Health Pathway have rapidly increased by 30%.

Helen's expertise in mental health and social service sectors makes her ideal for her role – Mental Health Coordinator – in linking SCOPE Mental Health Pathway users to comprehensive care plan for their patients.



Q: What can I contact Helen for?

A: You can contact Helen when you have a question or request about community treatments or social resources for your patients, or if you want to inquire about wait time (psychiatry assessment)

Q: What were the most common issues/reasons that Primary Care Practitioners contacted Helen for in Oct-Nov, 2023?

A:

- Anxiety disorder
- Depressive symptoms, passive suicidal ideation
- Grief
- Homelessness
- Social isolation, caregiver burnout
- Psychosis features

Q: What services were made available to the patients? (What were the outcomes?)

A: The patients were connected to:

- Psychotherapy for anxiety
- Supportive counseling for depression
- Bereavement programs, both group and one-on-one
- Housing Help Centre, hot-meals program, Ontario Works program
- Social programs in patient's ethnic/cultural communities First Intervention Treatment Team (FITT), early psychosis intervention program

Q: How do I contact Helen?

A: Referral can be sent to Helen via:

- Email hnguyen@schcontario.ca, or
- Fax 416-410-7072, ATTN: Helen N/SCOPE, or
- Dial 416-495-2556, option 3

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 and Mental Health Coordinator, who can assist you in navigating hospital and community resources, specialist care and other Scarborough services.](#)

[Scarborough SCOPE's revamped Mental Health Pathway can now provide direct services – psychotherapy, system navigation, case management – to patients.](#)

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.

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 e-blast so that your colleagues can benefit from your inquiries.