



# SCARBOROUGH IN SCOPE

October 27, 2022

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 and Internal Medicine pathways, Scarborough SCOPE has expanded with access to:

- **Mental Health pathway:** connects primary care providers with a Mental Health coordinator, who can create a bridge to mental health services, such counselling, psychiatrists, and referrals to community-based services.
- **Diagnostic Imaging pathway:** provides primary care providers with direct access to diagnostic imaging staff who can escalate urgent imaging requests, answer questions about tests and results for all areas of diagnostic imaging, and refer directly to the radiologist on-call.

### **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](http://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 NEW 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.

*"I have been fortunate to be part of the SCOPE program since the beginning at SHN. My nursing career has been in Emergency Medicine along with being the Charge Nurse of the Medicine clinic. This background has given me an understanding of challenges that primary care providers face and how access to a Nurse Navigator and Internal Medicine is beneficial for the patient by keeping them out of the Emergency Department. My objective in this role will be just that - growing the program, guiding patients and physicians through the hospital system, and getting the word out about this amazing program."*

## SCARBOROUGH SCOPE BY THE NUMBERS

**129**

Registered Primary Care Physicians

**379**

Calls received since March 2021

**27**

Calls received in September

## 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](mailto: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 newsletter so that your colleagues can benefit from your inquiries.