

SCARBOROUGH IN SCOPE

Oct 15, 2023

SCOPE Phone line: 416-495-2556

WHAT YOU NEED TO KNOW ABOUT THE NEW SCARBOROUGH SCOPE

(Seamless Care Optimizing the Patient Experience)

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 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

175

Registered Primary Care Physicians

940

Calls received since March 2021

99

Calls received in September

HOW SCOPE HELPED

Healthcare professionals share their experiences

I first heard about SCOPE from the administrator of the nursing home where my patient lives. My patient had symptoms compatible with progressing central spinal canal stenosis. After a visit to the Emergency department, which did not result in a CT scan of the spine, I tried faxing a referral to CT imaging at SHN, but it was indicated that no appointment was available for over three weeks. My staff and I tried to call imaging but were unable to get through. When the patient's symptoms progressed, I called SCOPE.

I spoke to the SCOPE Navigator who listened to my concerns about the patient's symptoms and got a CT scan the very next day, and an Internist appointment for following day. The Navigator was extremely helpful. I also needed to call the Navigator back a number of times to coordinate the care and each time the response was amazingly prompt! The CT did indeed show stenosis. The Internist saw the patient and admitted them the same day to expedite investigations. My patient now has a diagnosis and treatment plan thanks to SCOPE.

I have been recommending SCOPE to my colleagues ever since.

Last week, another patient of my had acute symptoms – coughing up blood – resulting in an abnormal chest x-ray. Our nurse practitioner spoke to SCOPE and got a CT scan of chest booked for the very next day, which led to a same-day vascular surgery consult and a prompt diagnosis and treatment plan.

In both cases it turned out that the CT scan was absolutely urgent, and SCOPE prevented visits to the Emergency department.

I appreciate the opportunity to advocate for the patient and tell the patient's story to a real person at SCOPE.

- Dr. Stephen Siu Lung Ng, Scarborough Primary Care 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 newsletter so that your colleagues can benefit from your inquiries.