



SCARBOROUGH IN SCOPE

September, 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.

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.

MEET OUR MENTAL HEALTH PATHWAY COORDINATOR: HELEN NGUYEN

Helen is one of our newest Scarborough SCOPE team members. Helen's 10+ years of experience in mental health and knowledge of various 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: When should you contact Helen?

A: Anytime when you have a question or request about community treatments or social resources for your patients. Dial 416-495-2556, option 3; or email hnguyen@schcontario.ca.

Q: What are the issues experienced by patients that Helen usually gets called for by a PCP?

A:

- Psychiatric illnesses
- Psycho-emotional issues
- Financial hardship
- Food insecurity
- Homelessness

Q: What can Helen provide to you and/or your patients

A:

- Short-term therapy, supportive counseling, psychoeducation for patients
- Resource finding, referral recommendations for PCPs
- Assist patients in the process of linking with the identified community services
- Book a consultation with Ontario Shores psychiatrist for PCPs

SCARBOROUGH SCOPE BY THE NUMBERS

171

Registered Primary Care
Physicians

907

Calls received since March
2021

62

Calls received in
September

HOW SCOPE HELPED

Healthcare professionals share their experiences

"I would like to share my positive experience with Scarborough SCOPE, which has been a valuable support resource for both my practice and my patients. In my role as a Family Physician, part of my responsibilities includes coordinating care for my patients. In certain cases, especially those involving complex psychosocial determinants of health, the SCOPE team has played a crucial role in navigating the healthcare system for our most vulnerable patients.

I have found them to be consistently responsive, approachable, and efficient, whether through phone or email communication. I believe that my colleagues, as well as their patients, could also benefit from the support and services that SCOPE offers, just as I and my patients have."

– Dr. Curtis Foong, 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 e-blast so that your colleagues can benefit from your inquiries.