

NSHA IM/IT Booking, Registration and Documentation Information for Physicians to Support Virtual Care of Patients

Virtual Facilitated Care – any contact via zoom or phone greater than 5 minutes in duration, therapeutic in nature to a patient or legal guardian on behalf of a patient.

Establish Virtual Facilitated Care Support Teams

BOOKING contact your existing person/area for NSHA system generated booking lists (if required by physician)

REGISTRATION (MEDITECH/STAR)
Physicians must notify existing registration person/area of patients contacted each day. All patients contacted must be registered in NSHA registration system after contact for documentation to occur.

REMOTE DOCUMENTATION (ESCRPTION)
Physicians must use NSHA dictation system to document each patient contact. Patient registration must occur prior to dictation for report distribution for ongoing care. See *Escription instructions for dictation numbers and template information.*

POSITIVE PATIENT IDENTIFICATION must be performed during any contact with the patient. ***Verifying Patient Name (full name), Date of Birth, and Health Card Number.***

Sharing of Patient Information within Support Teams

Patient information will need to be shared between Physicians and Support Teams when working remotely to support the booking and registration of patients. To ensure privacy of health information for NSHA patients; information can **ONLY** be shared via phone or NSHA Email Accounts.

Request System Access

PHYSICIANS (Min Requirements)
Facilitated Care Zoom access
Access to NSHA Clinical Systems
VPN Access or Global Protect for NSHA asset equipment
Clinical Documentation NSHA Escription System

VIRTUAL CARE SUPPORT TEAM (Min Requirements)
Booking of Patients (NSHA Booking Systems
CWS (NZ,EZ,WZ) or PHS (CZ)) if required
Registration NSHA Registration Systems
(Meditech NZ, EZ, WZ) or STAR (CZ))

Submit requests for Zoom, VPN/Global Protect, access or changes/additions to access for NSHA systems listed above will be submitted on provided spreadsheet(s) to Clinical Directors.

NSHA support for systems can be obtained by submitting an online ticket through IT Self Service or contacting the IT Helpdesk supporting your zone.

**The above process is supported during COVID-19 Pandemic and will be reassessed upon removal of pandemic status*