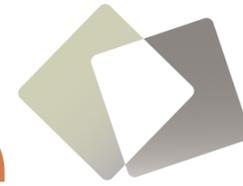


SharedCare
Partners for Patients



ConsultDerm BC

Physician How-to Guide

Prepared by
Dr. Shane Barclay



Teledermatology Initiative

- The Shared Care Teledermatology initiative makes dermatological consults available for family physicians in urban, remote, and isolated communities in BC. through easy to use digital technology and secure, confidential Internet access through ConsultDerm BC
- The Shared Care Committee, a joint committee of Doctors of BC and the Ministry of Health works to improve health outcomes and the patient journey through the health care system

Why We Need Tele dermatology?

Front page - Vancouver Sun - November 2013 :
BC suffers shortage of dermatologists

- BC has estimated shortage of 24 dermatologists
- Wait times for consults have doubled over previous years

What is ConsultDerm BC?

- Web based program, free to patients and doctors, that allows doctors in BC to obtain a dermatological consultation in a timely fashion.
- Uses 'store and forward' technology where the referring doctor takes pictures of dermatological cases, logs into the ConsultDerm BC site then downloads the patient history and pictures

GOAL: Provide consult within 48 hours

What is ConsultDerm BC? cont'd

- Utilizes a program developed by Dr. Jaggi Rao from the University of Alberta. It is a 'not for profit' program.
- Dermatologists are reimbursed for their participation in the project on a per consult basis.
- Currently there is no fee code for referring physicians.
- Now being used in Alberta, BC, NWT and PEI.

More About ConsultDerm BC

- All dermatology consults tracked and answered
- No consult is lost or delayed
- Past consults are readily available
- All physicians and nurse practitioners in BC have access
- No specialized software needed
- System interface is easy to use
- The database is secure and confidential

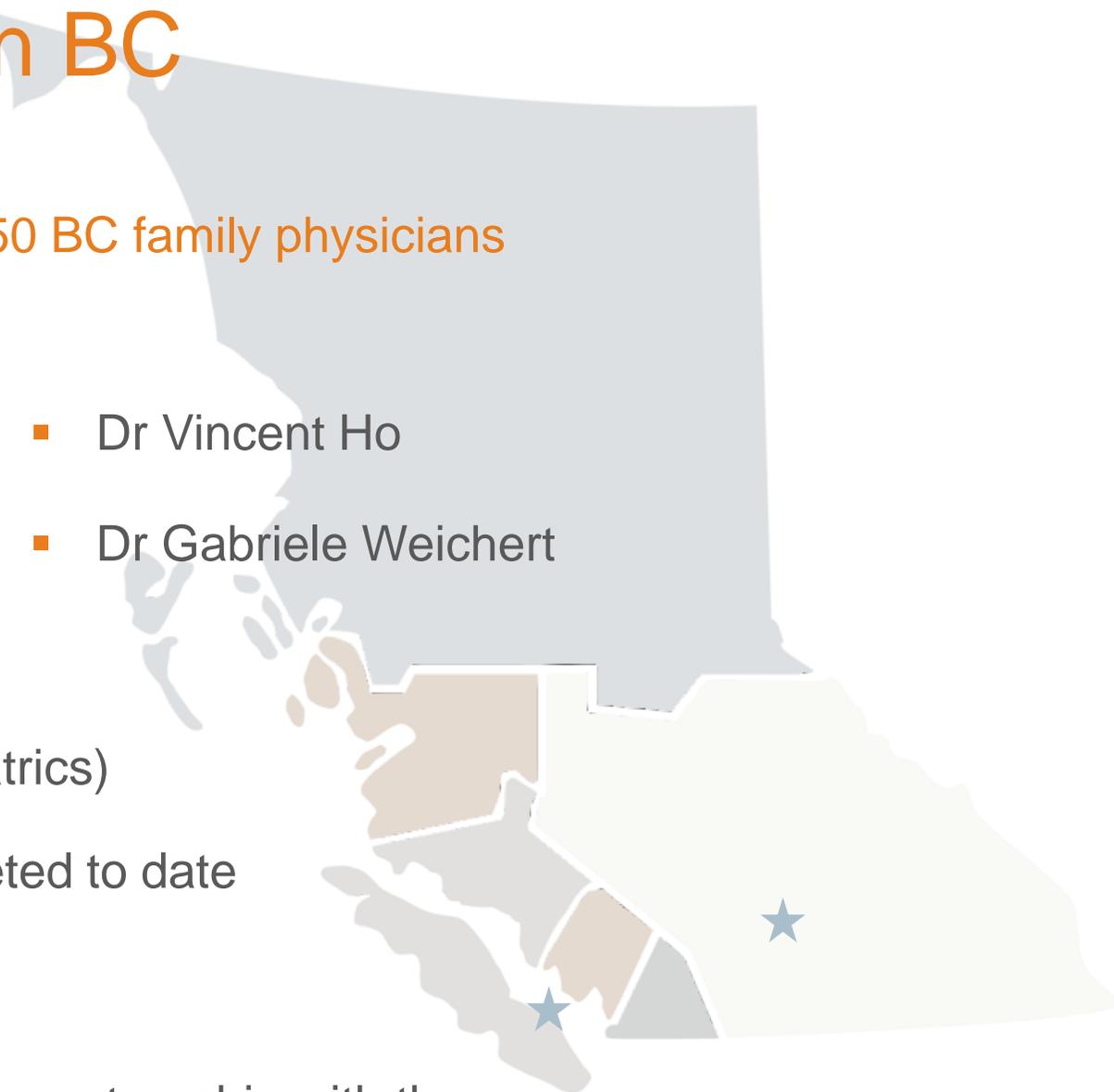
Teledermatology in BC

Currently used by more than **450 BC family physicians** and **6 Dermatologist**:

- Dr Patrick Kenny
- Dr Carmel Anderson
- Dr Jaggi Rao
- Dr Wingfield Rehmus (pediatrics)
- Dr Vincent Ho
- Dr Gabriele Weichert

More than **820 consults** completed to date
2 prototype sites in BC:

- Salt Spring Island
- Central Okanagan, through a partnership with the Central Okanagan Division of Family Practice



Teledermatology Studies Found

- The diagnosis and treatment plan made over the system is as effective and comparable to those made in person (90-95% accurate)
- Most patients (>80%) prefer teledermatology to live dermatology visits
- ConsultDerm is very cost-effective
- In Alberta, ConsultDerm has reduced the average wait time to see a dermatologist from 104 days to < 3 days

How Does it Work?

- Register with ConsultDerm – takes 5 minutes
- Must be a BC College registered physician with an MSP number (family physician or specialist)
- Using PC, Mac, iPhone/adroid, tablet etc, log into:
<https://bc.consulderm.com/Login.aspx>

Consult Derm
BC.CONSUALTERM.COM

LOG IN

Welcome to the Consult Derm website. Please log in below.

User Name:

Password:

1 → Log In

[Register as a New Referring Physician](#)
[Forgot Your Password?](#) | [About Security](#)

WELCOME

Thank you for your interest in signing up as a *Consult Derm* Referring Practitioner. *Consult Derm* is dedicated to providing quality dermatological consultation in a user-friendly, confidential, and secure manner using modern technology.

At present, this service is only available for licensed MDs and Nurse Practitioners in Canada. If you meet this basic qualification, please continue with the Signup Process below. Registration is **free** and there is **no cost to use this service**.

All information entered will be carefully reviewed and strictly verified prior to validating a unique Username and Password which will allow you access to this service. If any information is incorrect or missing, you will not be allowed access to *Consult Derm*. The verification process may take up to 7 days to complete, and must be repeated on an annual basis. Registration involves the following steps.

1. Completion of the online registration form by yourself.
2. Review and verification of the submitted registration form by *Consult Derm*.
3. If your information is found to be correct, you will receive a telephone call by *Consult Derm* to verbally verify your registration.
4. If your information is verbally verified, you will receive an email notification from *Consult Derm* that the registration process has been validated. At this point, you will be able to use the *Consult Derm* service at any time.

Thank you for your interest in *Consult Derm*. We look forward to assisting you in the dermatological care of your patients.

Exit 2 → Proceed with Registration

Registration

- Complete User Account Creation form
- Click “Next”
- Once completed, you will receive an email confirming your registration

USER ACCOUNT CREATION

User Information

Title:

First Name:

Last Name:

Middle Name:

Address:

Address 2:

Address 3:

City:

Province:

Country:

Postal Code:

Primary Work Phone:

Alternate Work Phone:

Personal Phone:

Gender:

Date of Birth:

Physician Information

MSP Billing Number:

CPSBC ID Number:

General Practitioner
 Nurse Practitioner
 Specialist

Medical School:

Degree Obtained:

Practice Type:

Subspecialty:

Nurse/Clinic Manager Contact Name:

Account Information

User Name:

Password:

Confirm Password:

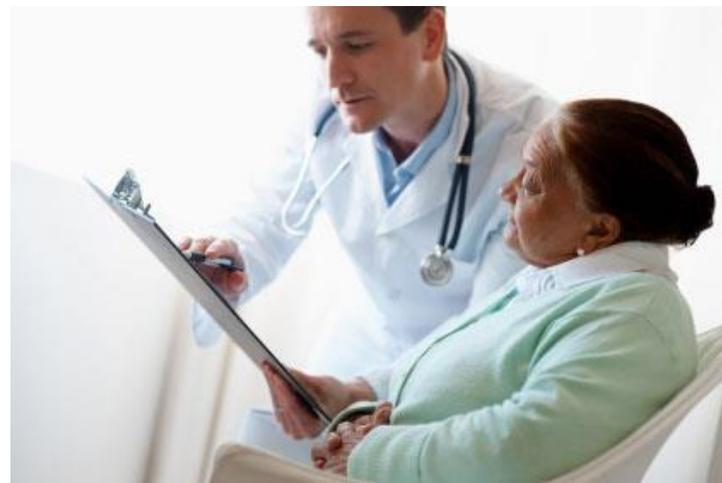
E-mail:

I wish to have email alerts to inform me when consults are completed.

Request a Consult

Thru ConsultDerm

- See patient in office, either 'on the spot' or pre-booked
- Obtain consent – this can be a signed consent, or a verbal consent charted in your notes
- Take history and pictures
- Log into ConsultDerm
- Submit the consult (includes pictures)



Tips for Good Photos

- Use a regular digital camera or your smart phone.
- Don't use high resolution
- Unless needed, don't use flash, washes out color
- Take the photo against a neutral background solidly colored surface or wall.
- Don't get too close to the affected area
- Use AA battery vs. rechargeable



Using Your Smart Phone

- There is an app for iPhone/iPad, (ConsultDERM) or if using an Android phone, log into ConsultDerm via your web browser
- Using your phone to take pictures makes it faster to upload into ConsultDerm
- Typing in the patient demographics can take longer when using your phone



How it Works

Once your referral is sent - an email alert goes to the Teledermatologist who then:

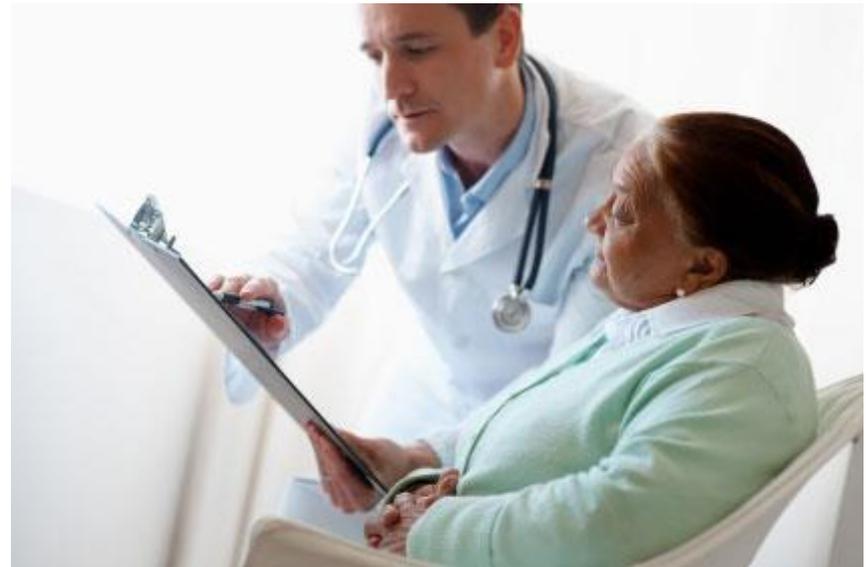
- Logs into ConsultDerm
- Reviews the images and history
- Provides:
 1. an impression;
 2. a 'note' (educational component);
 3. recommendation/management plan.



How it Works

Once the Teledermatologist has completed the consult, an email alert goes to the referring doctor who then:

- logs into ConsultDerm
- retrieves the consult
- reviews results with the patient



Step-by-Step Guide

Log in to bcconsultderm.com

Consult Derm
BC.CONSUULTDERM.COM

LOG IN

Welcome to the Consult Derm website. Please log in below.

User Name:

Password:

[Register as a New Referring Physician](#)
[Forgot Your Password?](#) | [About Security](#)

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Please note that this is a Canadian Website for the strict use of **Canadian physicians only**.
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[Privacy Policy](#) - [Terms of Service](#)

Request a Consult

The screenshot shows a web browser window with the address bar displaying "bc.consultderm.com/secure/Home.aspx". The page title is "Consult Derm" with the URL "BC.CONSU...". Below the header, there is a "Home" section with a navigation menu. The menu is divided into two sections: "REFERRING PHYSICIANS" and "USER MANAGEMENT". Under "REFERRING PHYSICIANS", there are three items: "Request a Consult", "Pending Consults (0)", and "Completed Consults". Under "USER MANAGEMENT", there are four items: "Create a Patient File", "Search", "Contacts", and "Options". An orange arrow points from the "Request a Consult" link to the main content area. The main content area has a "Welcome" header and a message: "Welcome to the Consult Derm website. Here is a summary of your items:". Below this message, there is a table with one visible header row labeled "REFERRING PHYSICIANS".

Request a Consult cont'd

Select a pre-existing patient or add a new patient

Consult

Choose or Create a Patient File

Choose a pre-existing patient below, or [click here](#) to create a new patient.

First Name	Last Name	PHN	DOB	Gender
Deb			15/05/1963	M
Jennifer			23/02/1949	F
bill			18/05/1985	M
Kathleen			24/01/1969	F
Gavin			03/03/1986	M
Karen			15/07/1951	F
janice			21/10/1973	F
Griffin			09/06/2010	M
mathew			27/11/1993	M
Barb			21/11/1959	F

1 2

Click "Next" →

Create a New Patient File

atient File

Create a Patient File

Title: ▼

First Name:

Last Name:

Middle Name:

PHN/ULI#:

PHN/ULI# Province: ▼

Address:

Address 2:

Address 3:

City:

Province: ▼

Country: ▼

Postal Code:

Phone:

Work Phone:

Other Phone:

Gender: ▼

Date of Birth: ▼ ▼ ▼

- Creating a new patient file is the most ‘time consuming’ part – it is important the teledermatologist has proper patient identification for quality care and billing purposes
- It is easier if you have an EMR and you ‘split screen’ and see both pages at once [see example on next slide]
- Once completed, hit “Done”



Split Screen Example

Easy to copy data from EMR to ConsultDerm

PATIENT'S DETAIL RECORD
TEST, PATIENT M 67 years *Next Appointment:*

SEARCH
 Name Phone DOB(yyyymmdd)
 Address Health Ins. # Chart No

RECORD (1) [Edit](#)

DEMOGRAPHIC
Last Name: TEST First Name: PATIENT
Title: Sex: M
Age: 67 DOB: (1944-06-15)
Language: English

CONTACT INFORMATION
Phone(H): 250-537-0000 Phone(W):
Cell Phone:
Address: Ganges parkway
City: Salt spring
Province: BC
Postal :
Email:
Newsletter: Unknown

HEALTH INSURANCE
Health Ins. #: 3710160025 HC Type: OT
EFF Date: 0001-01-01

PATIENT CLINIC STATUS
Doctor :
Nurse :
Midwife :
Resident :
Referral Doctor :
Referral Doctor # :

NOTES
asdfkjadsf

OTHER CONTACTS: [ADD RELATION](#)
Father: TEST2, DAVID ,250-
Partner: TEST, PATIENT ,250-537-0000

CLINIC STATUS
Roster Status: Date Rostered: 0001-01-01
Patient Status: AC
Chart No.:
Cytology #:
Date Joined: 2003-06-04 End Date: 0001-01-01

ALERT
prefers "testy" due for PAP

Consult Derm - Create a Patient...
bc.consultderm.com/secure/CreateNewClient.aspx?return=/secure/CreateNewClient.aspx

REFERRING PHYSICIANS
 Request a Consult
 Pending Consults (0)
 Completed Consults

USER MANAGEMENT
 Create a Patient File
 Search
 Contacts
 Options

Create a Patient File

Title: Mr.
First Name: Patient
Last Name: Test
Middle Name:
PHN/ULI#: 988888888
PHN/ULI# Province: British Columbia
Address: 111 Starks Rd
Address 2:
Address 3:
City: Salt Spring Isl
Province: British Columbia
Country: Canada
Postal Code: V8K IZ9
Phone: 250-537-0000
Work Phone:
Other Phone:
Gender: Male
Date of Birth: March 9 1954

Request a Consult cont'd

erm

Consult

Request a Consultation

Please fill out the following fields. No fields are required, but the more information that is given, the better we can diagnose your patient.

Problem Duration: 1-2 Weeks

Patient History: lesion on left lower lip, no prior injury |

Main Anatomic Site: [Choose...](#)

Current Treatment:

Past Treatment:

Additional Notes:

Next: is a 'history' page with drop down boxes for length of time of rash, etc.

With EMR it is easiest to use copy/page function in your clinical notes for 'current treatment'/'past treatment'

Request a Consult cont'd

Request a Consultation

Please fill out the following fields. No fields are required, but the more information that is given, the better we can diagnose your patient.

If the rash is in a hard to distinguish area (e.g., middle of the back), click on the 'Main Anatomic Site' button

CONSU

Problem Duration: 1-2 Weeks

Patient History: lesion on left lower lip, no prior injury

Main Anatomic Site: [Choose...](#)

Current Treatment:

Past Treatment:

Additional Notes:

Request a Consult cont'd

ult

Request a Consultation

Please fill out the following fields. No fields are required, but the more information that is given, the better we can diagnose your patient.

CONSULTATION REQ

Problem Duration: 1-2 Weeks

Patient History: lesion on left lower lip, no prior injury etc

Main Anatomic Site: [Choose...](#)

Male Body Anatomic Location - Mozilla Firefox

bc.consulderm.com/secure/PopupMale.aspx?textbox=ctl00_mainCon

A gender appropriate anatomic chart will appear

Click on area(s) the rash appears and a small red 'x' will mark where the rash is on your patient's body

Request a Consult cont'd

The next screen is where you upload pictures, and if applicable previous pathology reports, consults, etc.

You can correlate each picture with the anatomic chart

Consult

Upload Files

Please upload any photos/files that will help with the consultation. Pressing the "Next" button will upload these files to the Consult Derm server.

You may upload up to 5 documents.

Note that you may only upload the following file types:

- Images: JPG/JPEG, GIF, TIF/TIFF
- Word Documents: DOC
- Excel Documents: XLS
- Powerpoint Documents: PPT
- Adobe Portable Document Format: PDF
- Plain Text: TXT

All other file types will be ignored!

FILE UPLOAD

File:

Main Anatomic Site: [Choose...](#)

Description:

FILE UPLOAD

File:

Main Anatomic Site: [Choose...](#)

Description:

Submit Your Consult

Select your preferred consultant or click on 'next available consultant'

Choose a Consultant

Please choose which Consultant you would like to have review this consult.

Next available consultant

Specific consultant:

- Choose a Consultant
- Rao, Jaggi (Salt Spring Island)
- Rehmus, Wingfield (Vancouver) [Pediatric Dermatologist]
- Kenny, Patrick (Victoria) [General and Oncologic Dermatology]
- Anderson, Carmel (Kelowna)
- Ho, Vincent (Vancouver) [Immunodermatology]
- Weichert, Gabriele (Lantzville) [Dermatology]

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[Privacy Policy](#) · [Terms of Service](#)

Retrieve Your Consult Results

You'll receive an email alert when the teledermatologist has completed the consult

Logon to ConsultDerm, click on the patient's name to review the consult. Your consults appear in chronological order by date

Consults

Completed Consults					
Last Name	First Name	Age	Gender	Impression	Consultant Diagnosis Date
emargaret	96	F		Non-specific dermatitis	Jaggi Rao 05/11/2011
paul	34	M		Widespread tinea versicolor vs. confluent and reticulated papillomatosis	Jaggi Rao 05/11/2011
Terry	66	M		Psoriasis, widespread and severe	Jaggi Rao 05/11/2011
David	46	M		Post Blister Hypertrophy	Jaggi Rao 17/10/2011
Ryder	11	M		This is a striking presentation and an unusually long duration without any significant change in presentation. My differential based on the photos would include inverse psoriasis, intertrigo, seborrheic dermatitis, and perianal strep/staph. The perianal lesions appear quite consistent with staph or strep, but that would be less likely to cause the lesions in the inguinal folds. Still, a bacterial culture would be warranted and if positive he might need to be treated for staph colonization which can be quite common in the peri-anal area of kids. The distribution and clear demarkation at the borders of the plaques raises the possibility of inverse psoriasis. Given his age, I would be cautious about long-term use of even mid-strength steroids in this area as he's at risk of striae formation. Protopic would be a potential alternative for him.	Wingfield Rehmus 13/10/2011
Marilyn	58	F		Likely, actinic cheilitis	Jaggi Rao 14/09/2011
Barb	51	F		1. Contact dermatitis (irritant vs allergic)with possible secondary impetiginization.	Jaggi Rao 22/07/2011
mathew	17	M		1. Impetiginized eczema. 2. Possible contact dermatitis	Jaggi Rao 12/07/2011
Griffin	1	M		This appears to be irritant dermatitis with underlying atopic dermatitis.	Jaggi Rao 21/06/2011
Karen	60	F		Scarring	Jaggi Rao 20/06/2011

1 2

Review Your Consult Results

This information is the teledermatologist's consult

The information from here down is the information you provided for the consult

Print

Impression: Likely, actinic cheilitis

Note: This is very common area for sun damage. It should be treated fairly aggressively to prevent malignant degeneration.

Suggestions: 1. Aggressive liquid nitrogen cryotherapy (10 seconds x 2 or 3 cycles). It will blister, but that will subside and hopefully cause clearance. 2. Consider excision if not responding to 2 sessions of cryotherapy, each administered 2 weeks apart.

PATIENT INFORMATION

Last Name:

First Name:

PHN:

DOB:

CONSULTATION REQUEST

Problem Duration: 1-2 Months

Patient History: - lesion on left lower lip for 2 weeks. Thought she had sunburned the area while on her boat, as the next day this area felt 'burnt'. Then this area of discomfort and sloughing skin developed over a day or two. Sloughs every morning but in past week becoming less so. Not expanding in size. Had very similar lesion on same area 2 summers ago that healed on its own after several weeks.

Main Anatomic Site: [Display...](#)

Current Treatment: nil

Past Treatment: nil

Additional Notes:

M GUILLE (1).JPG

 **Main Anatomic Site:** [Display...](#)

Description:

Print Your Consult Results

Click the 'print' button for a formal paper-based consult letter

[Print](#)

Impression: Likely, actinic cheilitis

Note: This is very common area for sun damage. It should be treated fairly aggressively to prevent malignant degeneration.

Suggestions: 1. Aggressive liquid nitrogen cryotherapy (10 seconds x 2 or 3 cycles). It will blister, but that will subside and hopefully cause clearance. 2. Consider excision if not responding to 2 sessions of cryotherapy, each administered 2 weeks apart.

PATIENT INFORMATION

Last Name:

First Name:

PHI:

DOB:

CONSULTATION REQUEST

Problem Duration: 1-2 Months

Patient History: - lesion on left lower lip for 2 weeks. Thought she had sunburned the area while on her boat, as the next day this area felt 'burnt'. Then this area of discomfort and sloughing skin developed over a day or two. Sloughs every morning but in past week becoming less so. Not expanding in size. Had very similar lesion on same area 2 summers ago that healed on its own after several weeks.

Main Anatomic Site: [Display...](#)

Current Treatment: nil

Past Treatment: nil

Additional Notes:

Print Your Consult Results

Impression: Likely, a

Note: This is v

Suggestions: 1. Aggre
responding to 2 sessions of cryother

Last Name: Guille

First Name: Marilyn

PHN: 9120617

DOB: 29/11/1

Problem Duration: 1-2 Mon

Patient History: - lesion
sloughing skin developed over a day
on its own after several weeks.

Main Anatomic Site: [Display](#)

Current Treatment: nil

Past Treatment: nil

Additional Notes:

Main A

Descr

[M guille \(1\).JPG](#)

September 14, 2011

Dear Dr. Barclay,

RE: [REDACTED]

Birth Date: [REDACTED]

PHN: [REDACTED]

Thank you for making this electronic consult. Telehealth utilizes modern technology to make more rapid skin diagnoses and treatment plans, thus providing a great value for regions deficient in dermatology services. The photographs you have provided were of excellent quality. Combined with your good accompanying history, I have been able to formulate the following impression and treatment plan.

Impression: Likely, Actinic Cheilitis

Note:

This is very common area for sun damage. It should be treated fairly aggressively to prevent malignant degeneration.

I recommend the following management plan:

1. Aggressive liquid nitrogen cryotherapy (10 seconds x 2 or 3 cycles). It will blister, but that will subside and hopefully cause clearance.
2. Consider excision if not responding to 2 sessions of cryotherapy, each administered 2 weeks apart.

Thank you again for this making this consultation. It was a privilege to be involved in the care of your patient and I encourage you to continue to use this resource for any of your patients with skin problems.

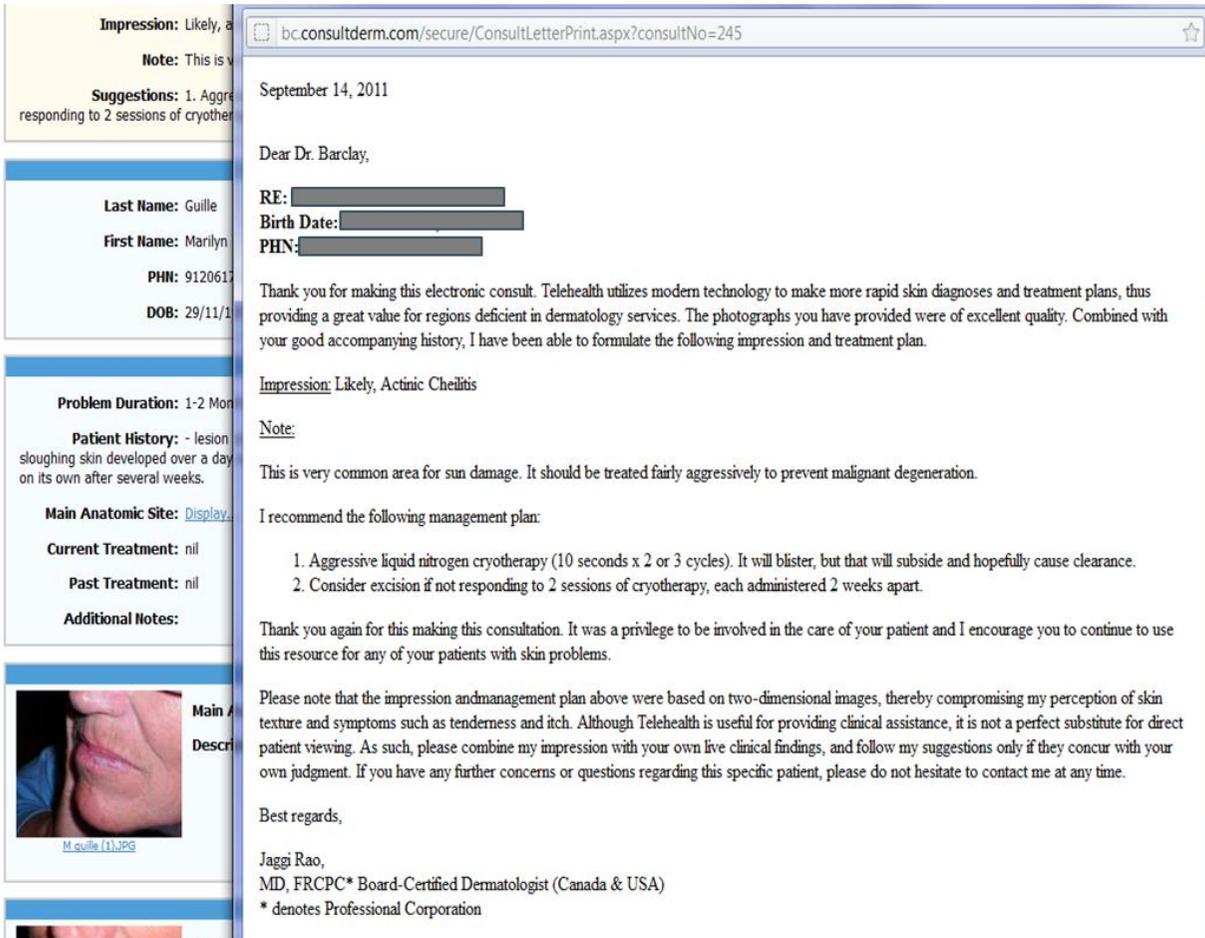
Please note that the impression and management plan above were based on two-dimensional images, thereby compromising my perception of skin texture and symptoms such as tenderness and itch. Although Telehealth is useful for providing clinical assistance, it is not a perfect substitute for direct patient viewing. As such, please combine my impression with your own live clinical findings, and follow my suggestions only if they concur with your own judgment. If you have any further concerns or questions regarding this specific patient, please do not hesitate to contact me at any time.

Best regards,

Jaggi Rao,
MD, FRCPC* Board-Certified Dermatologist (Canada & USA)
* denotes Professional Corporation

Just like any other consult letter, it can be printed off and scanned into the patient's chart

Review With Your Patient



The screenshot shows a web browser window displaying a consult letter printout. The browser address bar shows "bc.consultderm.com/secure/ConsultLetterPrint.aspx?consultNo=245". The letter is dated September 14, 2011, and is addressed to Dr. Barclay. The patient's name is Marilyn, and her birth date and phone number are redacted. The letter discusses a consultation for Actinic Cheilitis, provides a management plan including cryotherapy and excision, and includes a disclaimer about the limitations of telehealth. A small photograph of the patient's skin is visible in the bottom left corner of the printout.

Impression: Likely, a
Note: This is v
Suggestions: 1. Aggre
responding to 2 sessions of cryother

Last Name: Guille
First Name: Marilyn
PHN: 9120617
DOB: 29/11/1

Problem Duration: 1-2 Mon
Patient History: - lesion
sloughing skin developed over a day
on its own after several weeks.
Main Anatomic Site: [Display..](#)
Current Treatment: nil
Past Treatment: nil
Additional Notes:

**Main /
Descri**

M_cuille (1).JPG

September 14, 2011

Dear Dr. Barclay,

RE: [REDACTED]
Birth Date: [REDACTED]
PHN: [REDACTED]

Thank you for making this electronic consult. Telehealth utilizes modern technology to make more rapid skin diagnoses and treatment plans, thus providing a great value for regions deficient in dermatology services. The photographs you have provided were of excellent quality. Combined with your good accompanying history, I have been able to formulate the following impression and treatment plan.

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Note:

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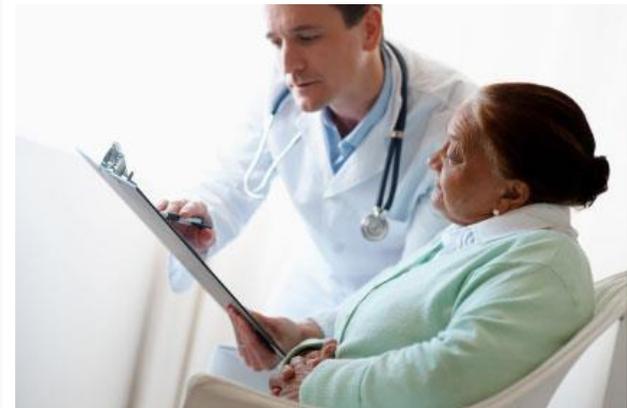
Thank you again for this making this consultation. It was a privilege to be involved in the care of your patient and I encourage you to continue to use this resource for any of your patients with skin problems.

Please note that the impression and management plan above were based on two-dimensional images, thereby compromising my perception of skin texture and symptoms such as tenderness and itch. Although Telehealth is useful for providing clinical assistance, it is not a perfect substitute for direct patient viewing. As such, please combine my impression with your own live clinical findings, and follow my suggestions only if they concur with your own judgment. If you have any further concerns or questions regarding this specific patient, please do not hesitate to contact me at any time.

Best regards,

Jaggi Rao,
MD, FRCPC* Board-Certified Dermatologist (Canada & USA)
* denotes Professional Corporation

A copy of the consult letter, along with any patient handouts provided by the teledermatologist, may be given to your patient



SharedCare

Partners for Patients



For more information:

Shane Barclay drsbarclay@gmail.com

Sarah Stephanson sstephanson@bcma.bc.ca

Tristan Smith tsmith@divisions.bc.ca



SharedCare

Partners for Patients



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British Columbia Medical Association