

LTC & RH Consult Line for General Internal Medicine

1-8338-2HELPU

(1-833-824-3578)

**AVAILABLE BY PHONE STARTING APRIL 29, 2020
24 HOURS A DAY/7 DAYS A WEEK**

General Internal Medicine (GIM) specialists available to support primary care physicians, nurse practitioners and medical directors working in Long Term Care and Retirement Homes to provide the best care possible, reduce treatment delays and the need for transfers to hospital while promoting a person-centered approach to care.

How it works:

- Resident experiences acute medical issue that would normally result in EMS call/possible admission OR requires support from GIM specialist.
- PCP/NP/Medical Director calls **1-8338-2HELPU** to reach specialist on-call and discuss case and develop treatment plan.
- PCP/NP/Medical Director receives written consult notes for medical chart from specialist via secure email.
- PCP/NP/Medical Director interacts with resident/family and on-site staff to direct further care.

Case Example 1

95 year old male, shortness of breath, ECG was performed in the home and showed abnormalities that PCP was uncertain about.

Advice/Support

- Helped read ECGs and diagnose benign arrhythmia
- Suggest increased diuresis to manage CHF

Case Example 2

85 year old female with dysuria and fever.

Advice/Support

- Review ConnectingOntario to identify microbiology of recent urinary tract infections/admissions
- Recommend empiric management w/cephalosporin.
- Follow-up for symptom improvement within 24 hours, otherwise consideration of broadening antibiotic spectrum