 Department of Health Government of Nunavut		NURSING POLICY, PROCEDURE AND PROTOCOLS	
		Community Health Nursing	
TITLE:		SECTION:	POLICY NUMBER:
Virtual Care Program – Licensed Practical Nurse Responsibilities		Nursing Practice	07-047-00
EFFECTIVE DATE:	REVIEW DUE:	REPLACES NUMBER:	NUMBER OF PAGES:
Oct 2023	Oct 2026	New Policy	4
APPLIES TO:			
Licensed Practical Nurses			

1. BACKGROUND:

Virtual healthcare services are rapidly expanding throughout the health system. In Nunavut, the Licensed Practical Nurse (LPN) plays a critical role in the success of the virtual care program in the community health centre (CHC).

This guiding document, detailing the unique roles and responsibilities, is specifically for the CHC LPN role within the Virtual Care Program and it is to be utilized as a supplemental document to the general Government of Nunavut LPN job description.

2. POLICY:

- 2.1 LPNs are expected to work within their regulated scope of practice based on the College of Licenced Practical Nurses of Alberta (CLPNA) along with Health's policies, procedures, and medical directives within the virtual care program and seek assistance and clarification as required.
- 2.2 LPNs will prioritize their roles and responsibilities within the CHC's virtual care program. It is only when time permits that the LPN can be delegated clinical or non-clinical work outside the virtual care program by the Supervisor of Health Programs (SHP).

3. CLINICAL CARE ROLES AND RESPONSIBILITIES:

3.1 Preparing for Preplanned Telehealth Session (the LPN will):

- 3.1.1 At least one week prior to Virtual Care Session:
 - 3.1.1.1 Review iScheduler (virtual care application) for upcoming virtual care session(s), client information and clinical protocol(s):
 - Review protocols for any tests that need to be completed ahead of appointment and any previously ordered tests and ensure they will be completed, and the results will be available in time for virtual care appointment.
 - Notify client of tests to be completed and make appropriate arrangements to have tests completed.
 - 3.1.1.2 Request clerical staff to schedule a medical interpreter if required for the virtual care appointment.
- 3.1.2 Ensure clerical staff notify the client of their upcoming virtual care appointment in advance (usually the day before) of the appointment including to:
 - 3.1.2.1 Come 15 mins prior to the actual virtual care appt time so the LPN can perform any pre-assessments including vitals, weight, etc.
 - 3.1.2.2 Bring their medications with them.

- 3.1.2.3 Ensure they are aware of the virtual care appointment.
- 3.1.3 Email or fax pertinent information (e.g. medication list, lab/diagnostic results) to virtual care provider as requested.
- 3.1.4 Notify Virtual Care Team and virtual care provider if the appointment needs to be modified or cancelled.
- 3.2 Preparing for Acute Care Telehealth Session During a CHC Closure (In advance of the Virtual Care Session, the LPN will):
 - 3.2.1 Review Closure telehealth schedule for upcoming virtual care session(s) and client information.
 - 3.2.2 Request clerical staff to schedule a medical interpreter if required for the virtual care appointment.
 - 3.2.3 Ensure clerical staff notify the client of their upcoming virtual care appointment in advance (usually the day before) of the appointment including to:
 - 3.2.3.1 Come 15 mins prior to the actual virtual care appt time so the LPN can perform any pre-assessments including vitals, weight, etc.
 - 3.2.3.2 Bring their medications with them.
 - 3.2.3.3 Ensure they are aware it is a virtual care appointment.
 - 3.2.4 Notify Closure SHP or Clinical Lead if the appointment needs to be modified or cancelled.
- 3.3 Day of Virtual Care Session (the LPN will):
 - 3.3.1 Confirm availability of the medical interpreter if required for the appointment.
 - 3.3.2 Verify the virtual care equipment is plugged in and ready for the appointment.
 - 3.3.2.1 Contact the Virtual Care Team to troubleshoot equipment or connectivity issues.
 - 3.3.3 Open client chart in Meditech prior to the virtual care appointment.
 - 3.3.4 Conduct a client chart review (paper and electronic).
 - 3.3.5 Review recent laboratory tests and/or imaging results.
 - 3.3.6 Perform a health history, vital signs, height (and length for babies) and weight for all clients.
 - 3.3.7 Locate and review most current client medication list.
 - 3.3.8 Email or fax pertinent information (e.g. medication list, lab/diagnostic results) to virtual care provider as requested.
 - 3.3.9 Provide client education explaining virtual care and the role of virtual care provider (NP, MD, or other clinician).
- 3.4 During Virtual Care Session (the LPN will):
 - 3.4.1 Ensure connectivity of virtual care equipment and the camera is appropriately placed to facilitate the best view of the client for the virtual care provider.
 - 3.4.2 Communicate summary of client current condition, including findings of physical assessment, history, and any laboratory tests and or imaging to the virtual care provider.
 - 3.4.3 Conduct additional physical assessments as directed by the virtual care provider. Seek assistance from RN if the required physical assessment exceeds the scope of the LPN.
 - 3.4.4 Advocate on behalf of client/family.
 - 3.4.5 Discuss the care plan with the client (and family) and the virtual care provider.
- 3.5 Post Virtual Care Session (the LPN will):

- 3.5.1 Provide client education (e.g., medications) as per plan of care.
- 3.5.2 Follow up on orders received by virtual care provider, including booking follow up appointment as required.
- 3.5.3 Document the virtual care session that includes the LPN's assessment and nursing interventions (e.g., client education) in Meditech in a timely manner according to GN *Documentation Standard Policy 06-008-00*. The virtual care provider is responsible for documenting their client interaction, assessment, findings, and orders. It is not the LPN's responsibility to document on behalf of the virtual care provider.
- 3.5.4 Communicate with virtual care provider regarding follow up blood work results, visits to CHC, specialty appointments, etc. (for an acute telehealth session during CHC closure, communicate with Closure SHP or Clinical Lead).
- 3.5.5 When a patient requires follow up care and monitoring, the LPN will consult with the SHP to transfer ongoing care to the appropriate healthcare provider as needed.
- 3.5.6 Conduct medication reconciliation in Meditech as needed.
- 3.5.7 Collaborate and communicate with SHP and/or other relevant nurses such as HCCN, CHN, PHN, or MHN as needed to coordinate care.


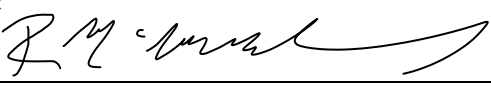
4. Education and Technical Roles and Responsibilities (the LPN will):

- 4.1 Complete initial and ongoing virtual care and privacy training located in 'GN-HEA-CNO-Nunavut Nurses Education' MS Team > 'Mandatory Privacy Training' channel > 'Files'.
 - 4.1.1 Ensure the *Virtual Health and Digital Tool Privacy Guidelines* are being followed.
- 4.2 Perform regular maintenance checks of virtual care equipment and ensure it is in working order before each virtual care appointment.
- 4.3 Ensure virtual care equipment is clean following infection, prevention, and control practices as directed in the Housekeeping Procedures Manual.
- 4.4 Attach virtual care devices (e.g., Horus scope) as per manufacturer instructions.
- 4.5 Send photos/images taken during virtual care appointment via secured GN email to virtual care provider or specialist for referral. Verify email address prior to sending the images via email to reduce the risk of transmission error and breach of privacy.
 - 4.5.1 Refer to **Appendix A** for ATTIPP recommendations when transmitting confidential client information. Ensure the boxed red areas are included. Password protect all documents when able to.
 - 4.5.2 Client verbal consent should be obtained before emailing images, as there is an inherent risk associated with emails.
 - 4.5.3 Refer to the *Virtual Health and Digital Tool Privacy Guidelines* for further procedures when transmitting patient confidential information.
- 4.6 Maintain an updated contact list for technical support.
- 4.7 Communicate with e-health and virtual care team for assistance with technical challenges.
- 4.8 Schedule virtual care appointments in collaboration with the clinical care team and/or Virtual Care Team.
- 4.9 Ensure Virtual Care Tip Sheet is always attached to virtual care cart and available.

5. Administrative Roles and Responsibilities (the LPN will):

- 5.1 Process orders received during virtual care appointment, as per standards of practice, including faxing of documents (e.g., prescriptions).
- 5.2 Print relevant emails and other documents and file in the client's health record.
- 5.3 Ensure all faxes (e.g., specialist notes) and other client related documents are filed in the client's medical record.

- 5.4 Update Virtual Client Tracker in collaboration with the virtual care provider, as applicable.
- 5.5 Follow up with client for any no-show appointments.
- 5.6 If time permits, the LPN can be assigned regular clinic roles and responsibilities as delegated by the SHP.

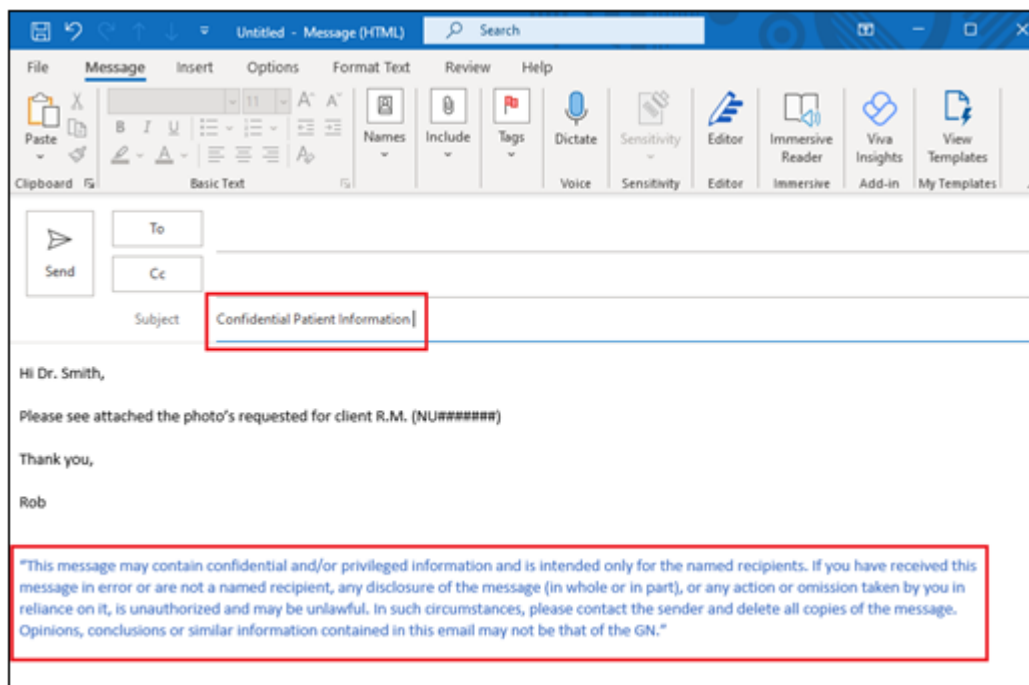
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Please contact the Continuous Quality Improvement Program, Government of Nunavut, HealthCQI@gov.nu.ca

APPENDIX A



The screenshot shows an email client window titled 'Untitled - Message (HTML)'. The interface includes a menu bar (File, Message, Insert, Options, Format Text, Review, Help) and a ribbon with various tools like Paste, Bold, Italic, Underline, Text Color, Background Color, Names, Include, Tags, Dictate, Sensitivity, Editor, Immersive Reader, Viva Insights, and View Templates. The email content is as follows:

To: [Redacted]
Cc: [Redacted]
Subject: Confidential Patient Information

Hi Dr. Smith,

Please see attached the photo's requested for client R.M. (NU#####)

Thank you,

Rob

"This message may contain confidential and/or privileged information and is intended only for the named recipients. If you have received this message in error or are not a named recipient, any disclosure of the message (in whole or in part), or any action or omission taken by you in reliance on it, is unauthorized and may be unlawful. In such circumstances, please contact the sender and delete all copies of the message. Opinions, conclusions or similar information contained in this email may not be that of the GN."