

# 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 Teledermatology?

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

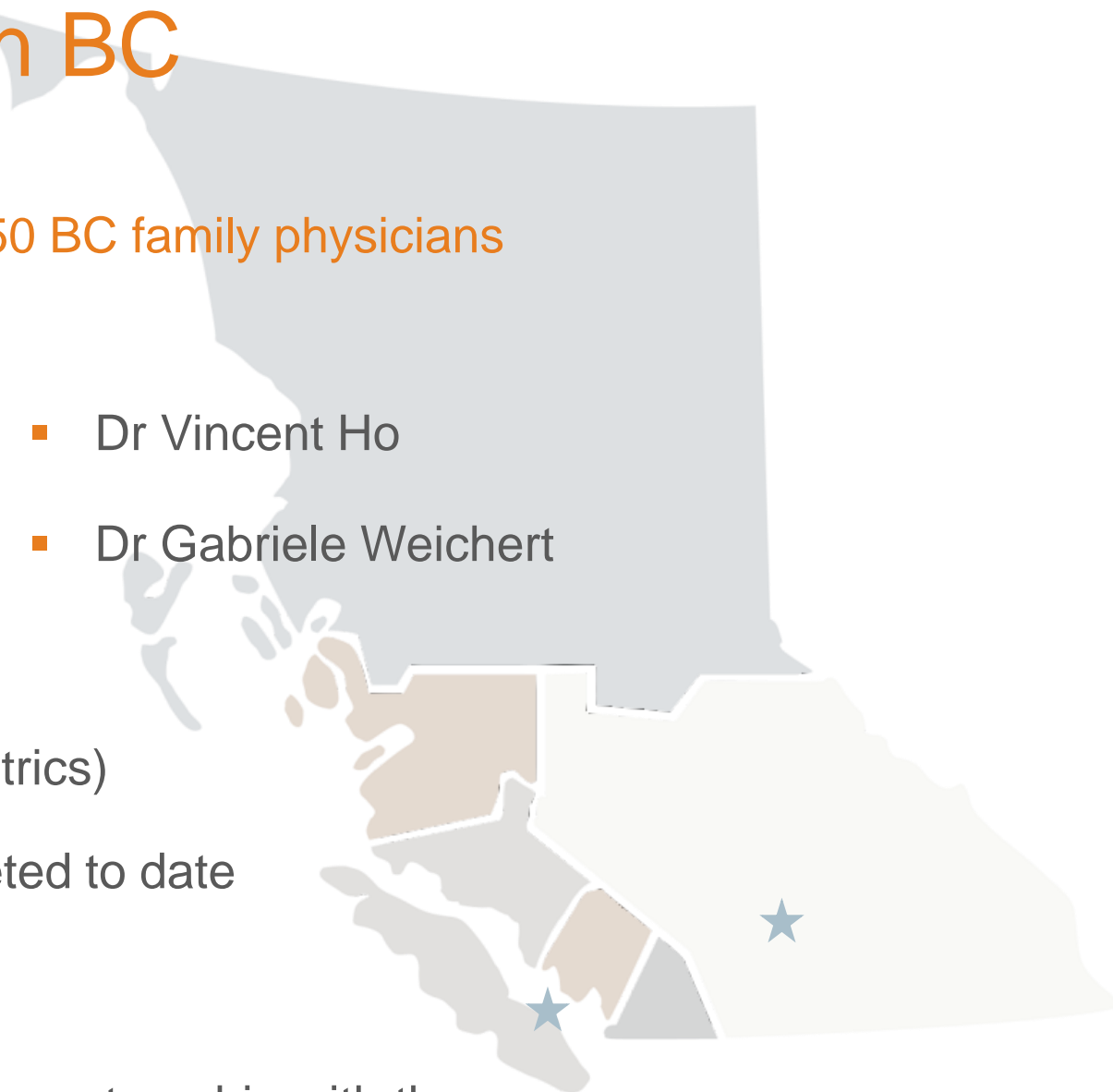
# Teledermatology in BC

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



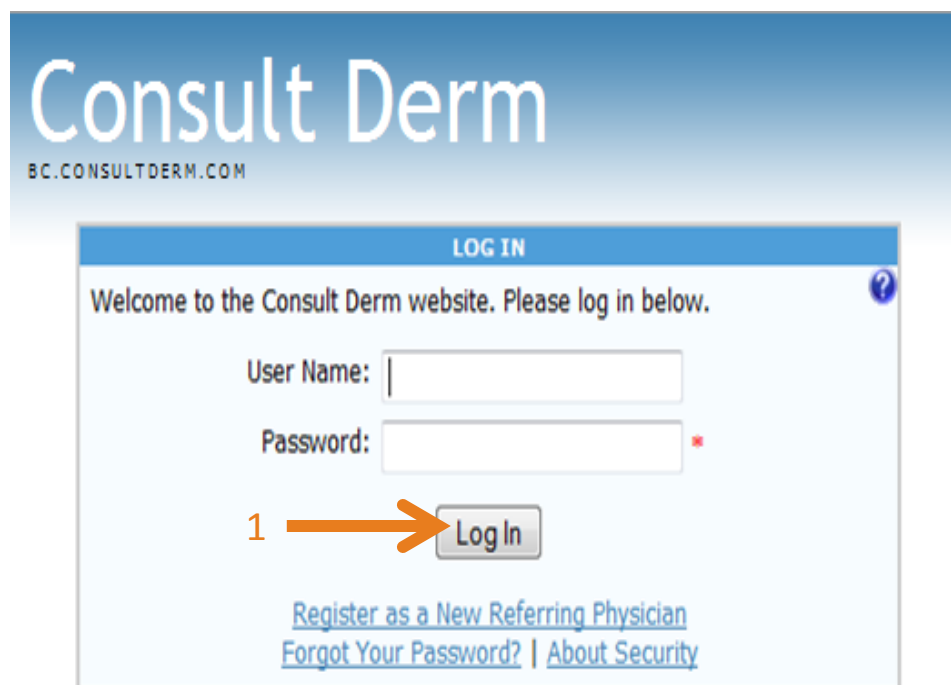
# Teledermatology Studies Found

- 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

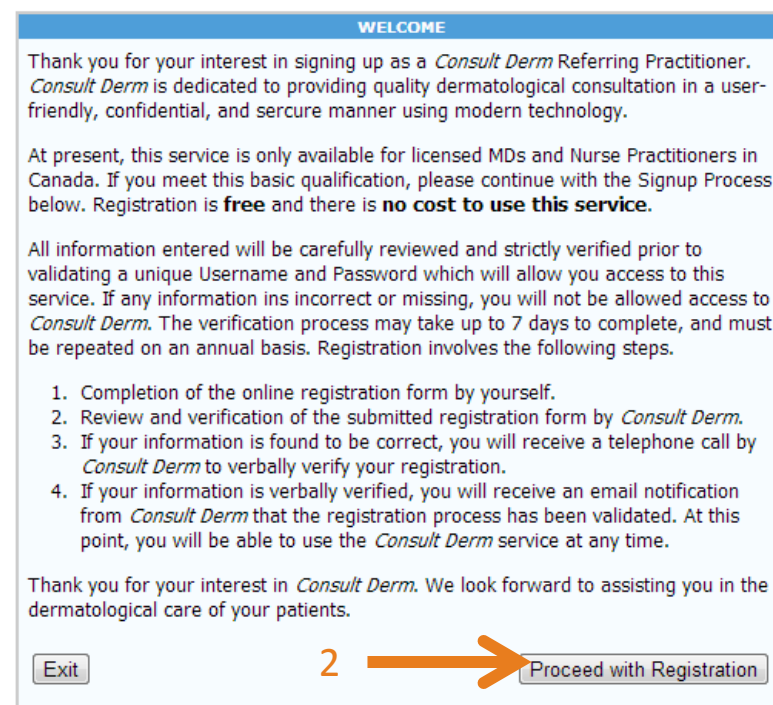


# How Does it Work?

- 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.consultderm.com/Login.aspx>



The image shows the Consult Derm login page. At the top, the text 'Consult Derm' is displayed in a large, white, sans-serif font, with 'BC.CONSUULTDERM.COM' in a smaller font below it. Below this is a blue header bar with the text 'LOG IN' in white. The main content area is white and contains the text 'Welcome to the Consult Derm website. Please log in below.' followed by a question mark icon. There are two input fields: 'User Name:' and 'Password:'. Below the 'Password:' field is a red asterisk. At the bottom of the login form is a 'Log In' button. An orange arrow points from the number '1' to the 'Log In' button. Below the login form are three links: 'Register as a New Referring Physician', 'Forgot Your Password?', and 'About Security'.



The image shows the Consult Derm registration page. At the top, the text 'WELCOME' is displayed in a blue header bar. Below this is a paragraph of text: '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.' This is followed by another paragraph: '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**.' Below this is a paragraph: '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.' This is followed by a list of four 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. Below the list is a paragraph: 'Thank you for your interest in Consult Derm. We look forward to assisting you in the dermatological care of your patients.' At the bottom of the page are two buttons: 'Exit' and 'Proceed with Registration'. An orange arrow points from the number '2' to the 'Proceed with Registration' button.

# 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:

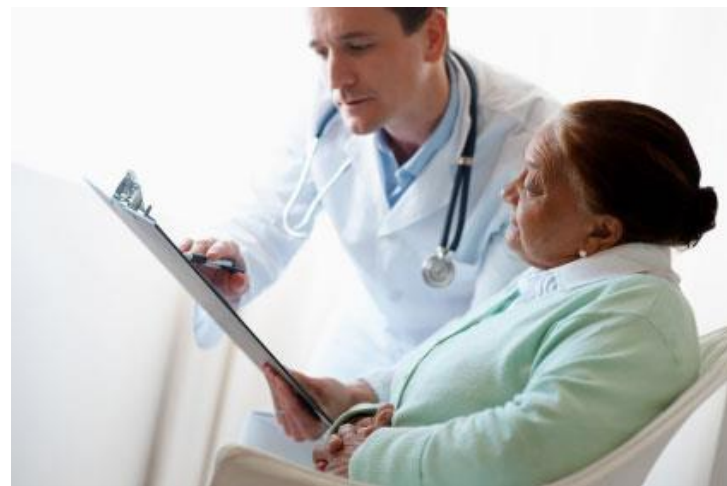
**Account Information**

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

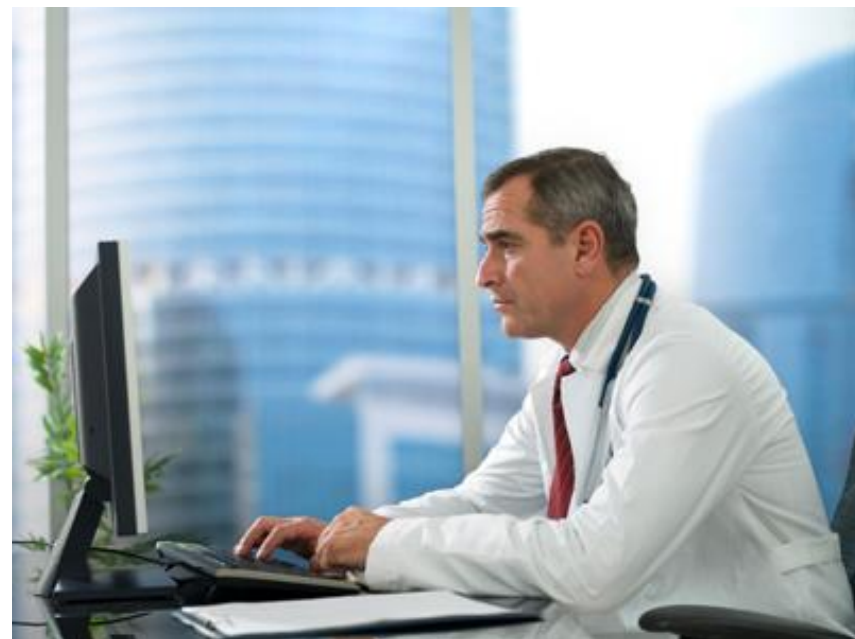
- There is an app for iPhone/iPad, (ConsultDERM) or if using an Android phone, log into ConsultDerm via your web browser
- Using your phone to take pictures makes it faster to upload into ConsultDerm
- Typing in the patient demographics can take longer when using your phone



# 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

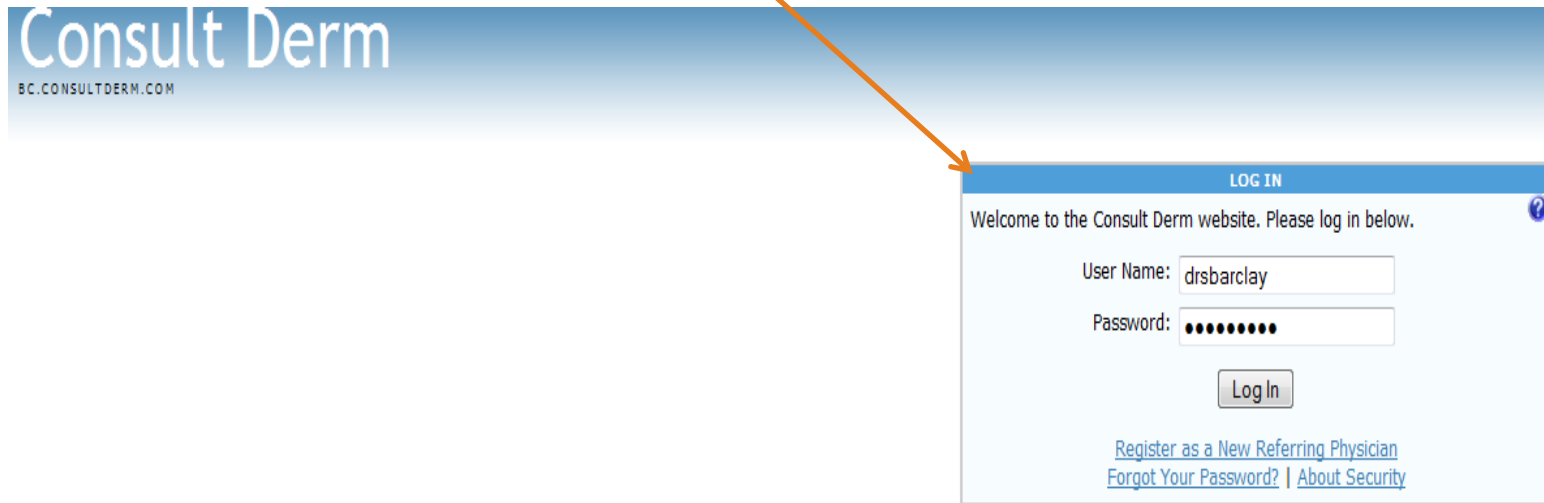
Once the Teledermatologist has completed the consult, an email alert goes to the referring doctor who then:

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



# Step-by-Step Guide

Log in to bcconsultderm.com



The screenshot shows the 'Consult Derm' website header with the URL 'BC.CONSUULTDERM.COM'. Below the header is a 'LOG IN' box. An orange arrow points from the text 'Log in to bcconsultderm.com' to the 'LOG IN' box. The login box contains the following text and fields:

LOG IN

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

User Name:

Password:

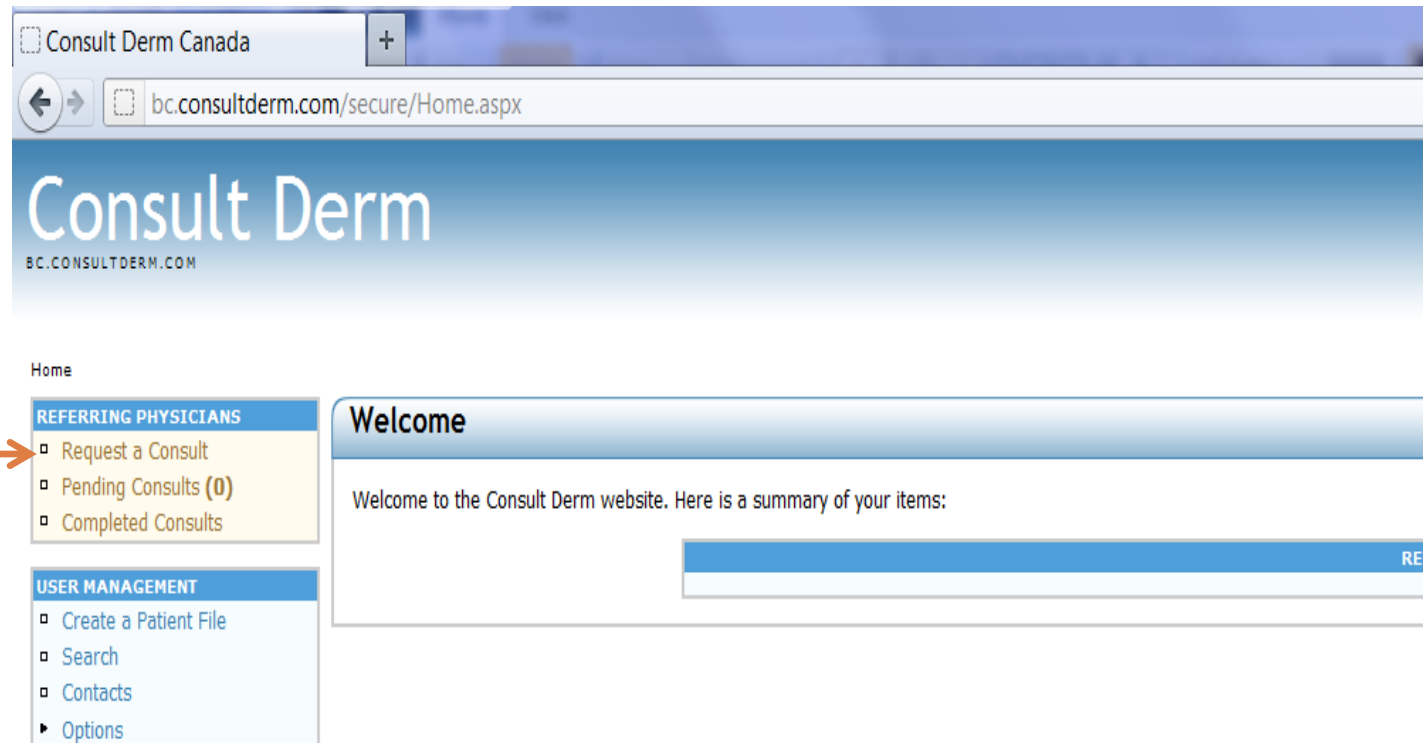
[Register as a New Referring Physician](#)  
[Forgot Your Password?](#) | [About Security](#)

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# Request a Consult



# 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

The image shows a split-screen comparison between an EMR system and the ConsultDerm 'Create a Patient File' form. The EMR on the left displays patient data for 'TEST, PATIENT M 67 years'. The ConsultDerm form on the right is a web browser window showing the same data being entered into its respective fields.

**EMR Data (Left):**

- PATIENT'S DETAIL RECORD**
- SEARCH**
  - Name (selected)
  - Phone
  - DOB (yyyyymmdd)
  - 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
- 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
- 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

**ConsultDerm - Create a Patient File (Right):**

- REFERRING PHYSICIANS**
  - Request a Consult
  - Pending Consults (0)
  - Completed Consults
- USER MANAGEMENT**
  - Create a Patient File (selected)
  - Search
  - Contacts
  - Options
- Create a Patient File**
  - Title: Mr.
  - First Name: Patient
  - Last Name: Test
  - Middle Name:
  - PHN/ULI#: 9888888888
  - 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.

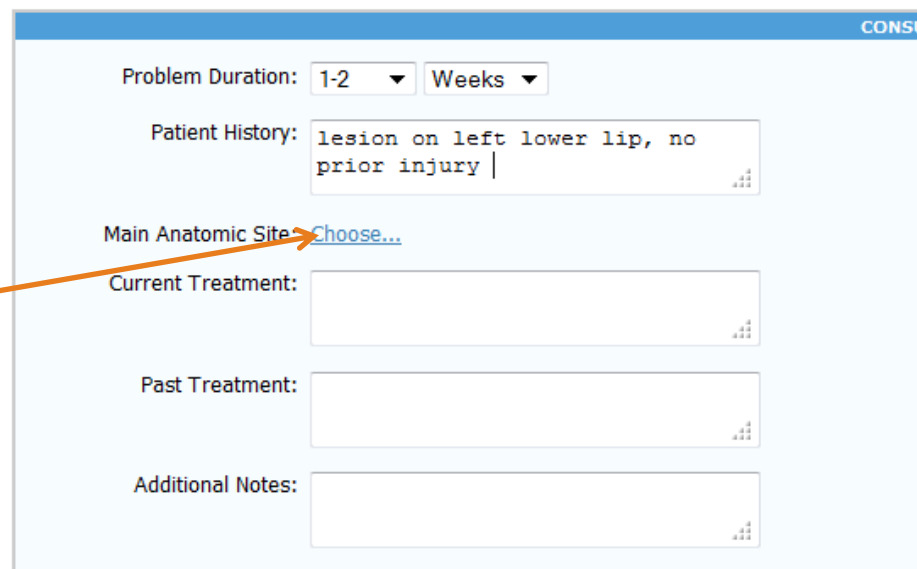
With EMR it is easiest to use copy/page function in your clinical notes for 'current treatment'/'past treatment'

# 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



The screenshot shows a web form titled "Request a Consultation" with a blue header. Below the header, a message states: "Please fill out the following fields. No fields are required, but the more information that is given, the better we can diagnose your patient." The form fields include:

- Problem Duration:** A dropdown menu showing "1-2" and a unit dropdown showing "Weeks".
- Patient History:** A text input field containing "lesion on left lower lip, no prior injury".
- Main Anatomic Site:** A button labeled "Choose..." with an orange arrow pointing to it from the text on the left.
- Current Treatment:** A text input field.
- Past Treatment:** A text input field.
- Additional Notes:** A text input field.

The form has a light blue background and a blue header bar with the word "CONSULT" partially visible on the right.

# 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.

Problem Duration: 1-2 Weeks

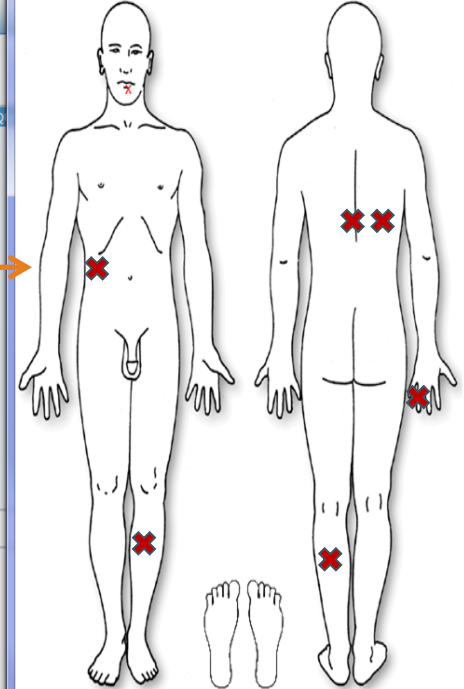
Patient History: lesion on left lower lip, no prior injury etc

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

CONSULTATION REQ

Male Body Anatomic Location - Mozilla Firefox

bc.consultderm.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!**

The image shows two identical 'FILE UPLOAD' form sections. Each section contains a 'File' input field with a 'Browse...' button, a 'Main Anatomic Site' dropdown menu with a 'Choose...' link, and a 'Description' text input field. An orange arrow points from the text 'You can correlate each picture with the anatomic chart' to the 'Main Anatomic Site' dropdown menu in the first form section.



# 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.

**CONSULTANT SELECTION**

☒ Next available consultant

☐ Specific consultant: Choose a 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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# 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



**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

Print

Consult Letter Printout - Mozilla Firefox

bc.consultderm.com/secure/ConsultLetterPrint.aspx?consultNo=245

September 14, 2011

Dear Dr. Barclay,

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

Last Name: Guille  
First Name: Marilyn  
PHN: 9120612  
DOB: 29/11/1950

Problem Duration: 1-2 Months  
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:

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

M guille (1).JPG

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

# Review With Your Patient

bc.consultderm.com/secure/ConsultLetterPrint.aspx?consultNo=245

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.

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Best regards,

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

**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.

**Last Name:** Guille  
**First Name:** Marilyn  
**PHN:** 9120617  
**DOB:** 29/11/1950

**Problem Duration:** 1-2 Months

**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

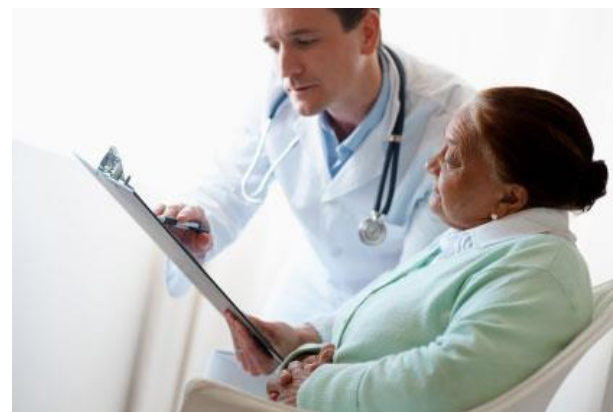
**Additional Notes:**

**Main Anatomic Site:** Display...

**Describe:**

**Image:** M guille (1).JPG

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







## For more information:

Shane Barclay   drsbarclay@gmail.com

Sarah Stephanson   sstephanson@bcma.bc.ca

Tristan Smith   tsmith@divisions.bc.ca



## For more information

Shared Care Committee  
115 - 1665 West Broadway  
Vancouver, BC V6J 5A4  
Tel: 604 736-5551  
[www.sharedcarebc.ca](http://www.sharedcarebc.ca)

