

CONSULTATIONS AND VISITS

FAMILY PRACTICE & PRACTICE IN GENERAL (00)

CRITICALL TELEPHONE CONSULTATION

CritiCall telephone consultation is a service where the referring physician, or *nurse practitioner* in light of his/her professional knowledge of a patient, requests the opinion of a physician (the “consultant physician”) by telephone and where the telephone consultation has been arranged by CritiCall Ontario.

Note:

The Definition/Required elements of service and Payment rules for consultations in the General Preamble are not applicable to CritiCall telephone consultations.

Definition/Required elements of service – Referring physician/Nurse practitioner

The referring physician/*nurse practitioner* initiates the telephone consultation through CritiCall for the purpose of discussing the management of the patient and/or transfer of the patient to the consultant physician.

In addition to the Constituent and *Common Elements* of Insured Services described in the General Preamble of this *Schedule*, this service includes the transmission of relevant data to the consultant physician and all other services rendered by the referring physician/*nurse practitioner* to obtain the advice of the consultant physician.

Note:

This service is eligible for payment in addition to visits or other services provided to the same patient on the same *day* by the same referring physician.

Definition/Required elements of service – Consultant physician(s)

This service includes all services rendered by the consultant physician(s) necessary to provide advice on patient management.

The consultant physician(s) is required to review all relevant data provided by the referring physician/*nurse practitioner*.

K732	CritiCall telephone consultation - Referring physician	31.35
K733	CritiCall telephone consultation - Consultant physician	40.45

Physician on duty in an emergency department or a hospital urgent care clinic

K736	CritiCall telephone consultation - Referring physician	31.35
K737	CritiCall telephone consultation - Consultant physician	40.45

[Commentary:

Referring and consultant physicians participating in Criticall telephone consultations while on duty in an emergency department or a hospital urgent care clinic should submit claims using K736 and K737. K732 and K733 should not be claimed in these circumstances.]

Payment rules:

1. A maximum of 2 K732 or K736 services (any combination) are eligible for payment per patient, per day.
2. A maximum of 1 K733 or K737 service is eligible for payment per physician, per patient, per day.
3. A maximum of 3 K733 or K737 services (any combination) are eligible for payment per patient, per day.
4. This service is *only eligible for payment* for a CritiCall telephone consultation service that fulfills all of the following criteria:
 - a. the telephone consultation service is arranged by, and subject to the requirements of CritiCall Ontario; and
 - b. the referring physician/*nurse practitioner* and patient are physically present in Ontario at the time of the telephone consultation.
5. In circumstances where a physician receives compensation, other than by fee-for-service under this *Schedule*, for participation in the telephone consultation, this service is *not eligible for payment* to that physician.

Medical record requirements:

CritiCall telephone consultation is *only eligible for payment* where the following elements are included in the medical record for a physician who submits a claim for the service:

1. the telephone consultation was arranged by CritiCall Ontario;
2. identification of the patient by name and health number;
3. identification of the referring and consultant physician(s);
4. the reason for the consultation; and
5. the opinion and recommendations of the consultant physician(s).

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Claims submission instructions:

K733 and K737 are *only eligible for payment* if the consultant physician includes the referring physician's billing number with the claim.

[Commentary:

1. "Payment, other than by fee-for-service" includes compensation where the physician receives remuneration under a salary, primary care, stipend, APP or AFP model.
2. In certain circumstances, more than one consultant physician may be required to participate in the same CritiCall telephone consultation. Each consultant physician may submit a claim for the teleconference subject to the established limits.
3. Physicians who receive compensation other than by fee-for-service under this *Schedule* should consult their contract for guidance on shadow-billing.]