

## CASE MANAGEMENT PLATFORM

<https://connect.telemed.msf.org>

The **Case Management Platform** is a support tool for all MSF healthcare staff, providing access to specialized advice for any clinical queries arising from the field. We have a network of 300+ specialists providing **24/7 coverage on a 365 days a year basis** and have answered >22 000 MSF field cases since 2010.



Operates in English and French



Accessible 24/7, 365 days a year



Facilitates messaging & archiving cases



Median first response time is <24 hours

### WHO

**Who can use/send a case referral through the Telemedicine platform?** Any frontline healthcare staff can have access to the telemedicine service in addition to MTLs/PMRs/Medcos. We can provide individual access for any relevant staff members in a project, and users can view and collaborate on their colleagues' cases directly on the platform (i.e. staff should not share log in credentials). If the need for specialist input is not clear, problematic clinical cases are best first discussed at team level before posting.

### HOW

**How do I access the Telemedicine platform and request access for my team?**

The platform is online at: <https://connect.telemed.msf.org> (no “www” in web address). Please contact us at [telemedicine@toronto.msf.org](mailto:telemedicine@toronto.msf.org) to request accounts for your team if you don't yet have access.

### WHAT

**What kind of questions can be asked through the Telemedicine platform?** Clinical case management questions where the answer is not provided in existing MSF protocols/ guidelines, or where additional support for a clinical case is needed, can be asked through the platform. This service is not designed to address questions regarding MSF guidelines, protocols, operational questions, nor is it designed to support clinical cases in real-time.

### WHEN

**When can I expect a reply to my Telemedicine case?** Our median time to first response is under 24 hours, but it varies by the amount of patient information provided by the field, case complexity, and niche of medical subspecialty needed. Replies from Telemedicine are not instantaneous.

### CONDITIONS OF USE

**What are the conditions of platform use?**

- The platform is **not designed to handle cases in real-time**, nor can we address questions regarding MSF guidelines, protocols or operational questions.
- Prior to uploading a case to the Telemedicine platform, **it is necessary to obtain informed patient consent (verbal)**. This is because the patient's medical file is leaving the field site to specialists elsewhere in the world, and the transmission of certain patient information may be sensitive (i.e. HIV status, gunshot victims).
- The advice of specialists on Telemedicine **remain advisory** and is based on the best information (patient and field context) available at the time. **Responsibility for the patient remains with the MSF healthcare staff in the field.**
- **Medical confidentiality of all patients is crucial**; Ensure no direct patient identifiers (i.e. patient name) are disclosed in the referral. No Telemedicine information may be published to a 3<sup>rd</sup> party without prior agreement with MSF.
- Specialists on the Telemedicine platform are volunteers validated by MSF, but **MSF cannot guarantee the suitability of clinical advice or time for response**. However, MSF will do its best to respond to all field requests for specialist advice and Medical Advisors will also be in copy of your messages.