OVERVIEW OF VIRTUAL CARE TEAM CONFERENCES

OCSHCN’s goal is to improve the care for medically complex children, birth through 21 years of age, through a family-centered, culturally responsive, comprehensive, multi-specialty virtual-care-team conference service. This dynamic service will allow the opportunity for physicians and families to communicate more effectively.

VCTC is a real-time interactive communication using your phone, tablet, or computer.

Conferences are unique and can include the family, primary care provider, subspecialty physicians, therapists, school personnel, and/or other advocates as necessary.

TO SCHEDULE A CONFERENCE

Contact the VCTC Coordinator Monday through Friday 8:00 AM and 4:00 PM.

(502) 429-4430, extension 2089
(800) 232-1160, extension 2089

INFORMATION FOR PROVIDERS

Kentucky Cabinet for Health and Family Services Office for Children with Special Health Care Needs 310 Whittington Parkway, Suite 200 Louisville, KY 40222 Phone: (502) 429-4430 or (800) 232-1160 FAX: (502) 429-4489 http://chfs.ky.gov/agencies/ccshcn

Find us on Facebook at KY Office for Children with Special Health Care Needs

The Kentucky Office for Children with Special Health Care Needs (OCSHCN) has a mission to enhance the quality of life for Kentucky’s children with special health care needs through quality service, leadership, advocacy, education, and collaboration.

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The Children with Medical Complexity Wagon Wheel places your patient and their needs at the center of the VCTC experience— with input from a team of connected individuals which may include:

- Parent/Caregiver
- Primary Care Physician
- Specialty Physicians
- Behavioral Health Specialists
- Insurance Providers
- Therapists
- School Personnel
- Family Advocates
- Social Workers
- Nutritionists
- Interpreter
- Care Coordinator

The family of a child with a medical complexity has an opportunity to discuss the overall plan of care with the providers.

Virtual Care Team Conference “VCTC”

A virtual care team conference is the same as a face-to-face meeting but you do not have to be in the same room. Using a computer, phone, or tablet the provider and care team will facilitate the development of a plan of care.

Who Needs a Shared Plan of Care?

- Children with chronic, complicated health conditions
- Children who are affected by a combination of health and other factors (social, financial, or cultural forces)
- Youth and young adults moving towards adult health care and more independence

How a VCTC Results in a Shared Plan of Care

- Families and professionals participate in a shared care planning session
- Medications are reviewed
- Treatment options are clarified and questions are answered
- The unmet needs of the patient are identified and discussed
- Goals are identified
- A written plan is developed to support the goals

Participate

Your Part

- You will need to have a device with a camera (computer, tablet, or smartphone) and access to the internet.
- Contact the VCTC coordinator to make a referral *
- Provide the coordinator a list of participants and topics of for discussion.*
  *Referring provider only

VCTC Coordinator’s Part

- Set up a conference date and time
- Invite participants
- Facilitate the conference
- Document the conference
- Distribute a written summary to participants

How Does This Help You?

- Builds professional bridges
- Addresses the need of your patients and their families
- Strengthens local systems of care
- Gives you a better picture of the children and families you serve