

VirtualCareNS

Primary Health Care

Reference Guide for Clinicians



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PROGRAM OVERVIEW

VirtualCareNS is a virtual primary care clinic operated by Nova Scotia Health and funded by the Department of Health and Wellness.

As a provider with VirtualCareNS, you will be providing comprehensive primary care to patients who are on the Need a Family Practice Registry through the “Full Care” stream. There is an additional “Basic Care” offering for patients staffed by Maple providers, for prescription refills and medical advice – requisitions and referrals are not available through this stream. Basic Care is available to both patients with and without a primary care provider.

VirtualCareNS is not intended to replace a permanent family practice and for patients who are on the Need a Family Practice Registry, it will not affect their place on the registry .

Who can Participate in VirtualCareNS - Full Care

Individuals on the Need a Family Practice registry. In addition, to being on the Need a Family Practice Registry, participants must also:

- Be without a primary care provider
- Hold a physical Nova Scotia Health Card
 - Patients **must** be able to present their physical card. It is not permitted to accept a letter or other form of documentation. MSI gives patients a card number and expiry date when they submit their application, meaning that patients have this information before being approved and may not in fact be eligible for MSI coverage.
 - Expired healthcare cards are accepted – when identified during billing VCNS admin team will reach out to the patient to assist them with renewing their card.
- Be located in Nova Scotia at the time of the visit
- Patient (including minors and dependents) must be present for the visit
- Be able to access the internet through a computer or mobile device
- Have a valid e-mail

Selected Vendor

[Maple](#) is the current vendor for this program. Maple offers a secure, on demand web-based virtual care platform that **connects patients to health care providers** (HCPs), via a mobile device, tablet, or computer, from any location with an internet connection. It has been approved by DHW and NSH for use related to virtual care services provided by Primary Care HCPs.

For more information about Maple, please see the [Platform Reference Guide](#)

CLINICAL PRACTICE GUIDELINES AND POLICIES

Healthcare Providers (HCPs) must be aware of [clinical practice guidelines](#) for their profession. Make sure that you understand your role and responsibilities as an agent under PHIA (Personal Health Information Act), PIIDPA (Personal Information Disclosure Protection Act), CPSNS (College of physicians and Surgeons of Nova Scotia), NSCN (Nova Scotia College of Nurses), etc.

You are also required to review any relevant policies and departmental or program guidelines, such as:

- [NSHA Virtual Care Policy](#)
- [NSHA Electronic Messaging Policy](#)

NSH is the custodian of patients' personal health information.

Consent

NSH requirement for virtual care written consent for electronic communication was waived due to the pandemic.

The VirtualCareNS platform has internal mechanisms which require patients to read prior to signing up for an account and joining a virtual care call.

However, for **all** appointments, the provider must:

- Allow patients to **ask questions** about the technology.
- At any time, you or the patient can end the virtual appointment if there are concerns (e.g., privacy, not meeting intended need) and other options can be discussed. Information on other places patient can access healthcare can be found [here](#).
- Even if the patient is a dependent (e.g. child) they must be present for the visit and consent to the visit.

HCPs are responsible to ensure all **virtual appointment participants** (e.g., family, friends, interpreter, etc.) are identified and the patient provides **verbal consent to sharing of personal health information (PHI)** with all **present** in the virtual appointment.

Privacy/Confidentiality

NSH and IWK Health are committed to ensuring the privacy of Nova Scotians' personal health information (PHI) in accordance with the [Personal Health Information Act \(PHIA\)](#).

HCPs must ensure:

- The HCP login information ID/password is not shared.
- No identifying PHI is contained in any follow-up emails.
- If you are communicating by e-mail about VirtualCareNS, you must use your Nova Scotia Health e-mail. You must use your NS Health e-mail as the e-mail address on your Maple account.
- No recording programs/devices are used without the patient's verbal consent.
- Appointments are conducted from secure/private locations (use headset or earphones if possible).
- Always use the Language Line for patients that need interpretation services (for details on how to use this service, see: "Providing Care to Patients Who Require Interpretation Services"). Use of the Language Line allows patients to have private health conversations.
- 'End the appointment' to disconnect following each virtual appointment.

For more information related to privacy, please review the [NSHA Electronic Messaging Policy](#).

You can find additional resources on the [NSHA Privacy intranet page](#) and the [IWK Virtual Care Privacy page](#) on Pulse.

Standard Start of Visit Message

Below is a suggested standard start of visit message. You can customize this to your preferences, but please make sure that you are including all the information from the standard message.

If you need a language interpreter for our visit, please send a message here letting me know what language you prefer speaking, and I will get an interpreter to join the call / Si vous avez besoin d'un interprète pour notre visite, veuillez m'envoyer un message ici en m'indiquant la langue dans laquelle vous préférez parler, un interprète sera appelé pour vous rejoindre.

Hello, my name is Dr X I am a licensed physician practicing in Nova Scotia. OR My name is NP X, I am a licensed Nurse Practitioner practicing in Nova Scotia.
Virtual care has limitations. Not all health concerns can be taken care of virtually. If needed, I will send you for in-person care.

Before we get started:

1. If you haven't already done this, please upload a photo of your healthcare card
2. Please confirm that you are in a private and safe location to talk
3. Please send me the address where you are currently located. This is in case of emergency.

Optional: 4. Do you have a primary care provider? [we do not want to make this mandatory as we do not want to increase the administrative burden on your end, but optionally you can add this question to assist us with making sure that only patients who do not have a primary care provider are using the Full Care option].

Eligibility Criteria and Guidelines for In-Person Care Referrals

Eligibility Criteria

Patients **must** meet these criteria to have a visit through VirtualCareNS.

- Able to present physical Nova Scotia healthcare card – letters from MSI not accepted
- Located in Nova Scotia at time of the visit
- Patient (including minors) is present for visit

Patients who do not meet these criteria are not eligible to use VirtualCareNS.

Exclusion Criteria

Patients who meet the below criteria **must be directed** to an appropriate **in-person location** for seeking care (emergency department, walk-in, VirtualCareNS in-person clinic, etc.):

- Requires physical exam
- Controlled substances (e.g., narcotics, benzodiazepines, stimulant medication) – prohibited by the College of Physicians and Surgeons)
- Major physical trauma (e.g., serious car accident)

Additional Considerations

The criteria below may require in-person care, depending on patient presentation.

- Abdominal pain or digestive problems
- Chest pain
- Difficulty breathing or shortness of breath

- Ear pain
- Gastrointestinal bleeding
- Loss of hearing
- Loss of vision
- Muscle and joint injuries
- Sudden weakness or numbness (e.g., altered state of consciousness)
- Patients with serious and persistent mental health issues / prescription changes
- Disability & school forms (e.g., WSIB or specialty disability forms, such as school absence forms)

***Disclaimer:** Other conditions not listed above may require in-person care. The conditions listed above are some common issues that may require in-person care. The decision to redirect to in-person care is based on your clinical judgement.

Guiding Documents

For information on how these criteria were determined, please review the documents below:

- [Virtual Care - Standards & Guidelines College of Physicians & Surgeons of Nova Scotia \(cpsns.ns.ca\)](https://cpsns.ns.ca)
- [How to navigate a virtual care visit: patient guide | CMA](#)
- [Determining Clinical Appropriateness for Virtual Care Visits \(bcfamilydocs.ca\)](https://bcfamilydocs.ca)

If the patient is below the age of majority in Nova Scotia (19 years of age) and is 16 years old or older, the provider must assess whether the patient has the capacity to receive healthcare on their own.

If the request is inappropriate for VCNS do **not reject** the virtual appointment request with a text/chat note. Please connect by phone or video to discuss that the request is inappropriate and provide alternative options (e.g., Refer to In-person, etc.).

Note in documentation section of the platform the reasons for rejection (e.g., exclusion criteria not met or emergency).

In-Person Referral Process



Please ensure that you follow both steps in this process. If a step is missed, we will not receive notification that the referral is there, and it will therefore **not be sent**.

Steps:

1. Select the preferred VirtualCareNS In-person Clinic location in the diagnosis field. This is the field the triggers the referral being sent. **If this field is not complete, the referral will not be received by the VirtualCareNS Admin team and therefore will not be sent as we will not be aware of its existence.**
2. Using the “create a requisition” feature, select and complete the “In-Person Referral Form” Please ensure to include the diagnosis from appointment and clear information about why an in-person visit is required.

You can review how to do this in section 2.6 of the Maple Co-assemble training.

The patient will then be contacted by the VirtualCareNS In-person Clinic to book their in-person appointment.

Upon completion of the in-person appointment the VirtualCareNS In-person Clinic will fax a consultation summary for the Maple team to upload to the consultation where the referral was generated.

Patient Safety

- **Appropriately select patients** according to established guidelines as outlined in this document.
- Provide care/treatment in accordance with **clinical practice guidelines**.
- Be aware of patients' **location and proximity to emergency services**.
- Make sure to collect the address/location where the patient is completing the visit.
- **Call 911** or follow standard emergency protocols if an immediate emergency response, including a wellness check, is needed. Regarding wellness checks, it is up to your clinical judgement whether or not to action a wellness check for a patient.
- **Report:** Enter all patient safety concerns, into [SIMS](#).

Reporting Patient Safety Incidents and Patient Feedback

Safety Improvement and Management System (SIMS) is the electronic incident reporting system used throughout Nova Scotia Health to report and manage patient safety incidents, privacy breaches, patient/family feedback, and more. The goal of SIMS is to learn from incident reports to improve safety.

If you encounter any patient safety incidents, please submit a SIMS report. You can find more information about SIMS here: <https://intra.nshealth.ca/SIMS/SitePages/Home.aspx>. If results are misrouted to a different location that you work at, you should also submit a SIMS report for this.

If you need assistance with submitting a SIMS, please reach out to: VirtualCareNSAdmin@nshealth.ca.

If patients share feedback regarding their experience with the program, please encourage them to reach out to us directly at: VirtualCareNS@nshealth.ca.

If you encounter a provider safety issue (e.g., patient threats), please connect with VirtualCareNSAdmin@nshealth.ca for support and information on how to report the incident.

Patient Identification

In line with the Nova Scotia Health [Patient Identification Policy](#), HCPs are responsible to **verify the identity of patients** via the **three-client identifier** before the first visit (**e.g. name, DOB, healthcare card**) one of the identifiers **must** be their healthcare card. At future visits, confirm two client identifiers. One **must** be their healthcare card. Patients can either upload their healthcare card or show it on camera.

Please note that patients must show their physical healthcare **card**, you cannot accept paperwork or letters from MSI.

Documentation

HCPs are responsible to **ensure the following items are documented** in the patient's health record in **addition** to standardized documentation policy and procedures:

- Summarize any relevant communication
- Identify everyone who attended the visit (e.g. any family members who attended with the patient)
- Any incidents that impacted the delivery of care, including significant technical issues
- Patient's reported location at time of consult
- If healthcare card is shown over video instead of uploaded, you must document that you saw it on video.

Allergy identification and documentation must be done, per NS Health [policy](#). In VirtualCareNS providers must do this under the “Allergy” section of the patient history.

Providing Care to Patients Who Require Interpretation Services

For patients who require services in a language other than English, you are required to use the Language Line. This applies even if the patient has a friend or family member who can translate for them. Medical interpretation is a specialized skill, and we are not able to verify the accuracy or completeness of interpretation provided by a lay person.

To use the Language Line:

1. Determine what language is required. This may be through the chat with the patient, or you may realize once you are on the video call that interpretation is required. Either way, inform the patient that you will phone them with an interpreter on the line;
2. Dial Language Line: 1-888-898-4524, Client ID: 562004 and ask for desire language;
3. You will be asked for your department and site, state VirtualCareNS for both. You may also be asked for a cost centre, our cost centre is: 492007. You will be asked the nature of the visit: virtual primary healthcare appointment;
4. Give the patient’s phone number to the interpreter. You will be placed on a brief hold while the interpreter connects;
5. Conduct your visit with the patient.

If you need further assistance please reach out to VirtualCareNSAdmin@nshealth.ca

Video Conferencing

VCNS requires ‘video first’ over telephone for more thorough communication. **Please note that text only visits are not permitted.**

Follow this link to find [video conferencing tips for patients](#). If needed, please prompt patients to improve their video, sound, lighting etc. as this guide recommends for adequate clinical presence, patient emotional connection, and assist in clinical decision making when video is used.

Follow Up Appointments

When follow-up is needed, the appropriate type and method for a subsequent appointment is determined collaboratively with the patient.

To prevent handoff errors, **ensure the patient understands the care plan, and the patient’s responsibility in the care plan and next steps.** It is essential to ensure that patients understand that they must request a visit to follow-up on results, and that they will not receive follow-up from the ordering provider. If you anticipate that the patient may need further requisitions or a referral based on their testing, please direct them to use the “Full Care” option when following up.

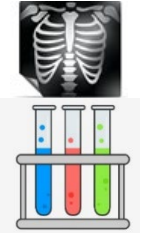
Advise patients to return to VirtualCareNS platform for follow-up when appropriate.

Prescriptions and Sick Notes

Prescriptions: VCNS platform allows Health Care Providers to select prescriptions and send these to a patient pre-selected pharmacy. Patients can review, accept, and reject prescriptions. Controlled substances and Z-drugs cannot be prescribed virtually, per guidelines from the College of Physicians.

Sick Notes: Whether to provide a sick note is up to the discretion of the provider. Each virtual appointment must encompass an assessment and diagnosis.

Labs and Diagnostic Imaging Orders and Results



Health Care Providers will be assigned a specific PMB (MDs) or location number (NPs) and mnemonic for the purpose of the VirtualCareNS. This will ensure all Lab and DI results flow back to the VirtualCareNS platform and avoid misrouting to providers working in multiple locations.

Patients must self-book for bloodwork, x-rays, and ECGs. If you are issuing a requisition that patients must self-book please make sure they are aware of this. Patients can book all of these services here: <https://prebooking.nshealth.ca/>.

All other requisitions will be faxed by the VirtualCareNS team.

If a patient needs to have testing completed urgently, please make an urgent task in the VirtualCareNS system AND e-mail VirtualCareNSAdmin@nshealth.ca. Please note that the tasks and e-mail are not monitored on Sundays. So, if a patient requires same day testing on a Sunday, they should be directed to the emergency department.

ORDERING

If a Lab or DI Test is required, please take the following steps:

1. Select Lab Requisition / Diagnostic Imaging Form within the VirtualCareNS platform
2. Complete Lab Requisition / Diagnostic Imaging Form
3. Patients are able to view the requisition under the consult tab on their account. For self-booked services, patient will then download the Lab Requisition/ Diagnostic Imaging Form and book the test as per NSH and DI booking procedures for their areas. For DI appointments that must be booked by VCNS Administration, the VCNS administrative staff will fax the requisition.

*If the requisition form for the test is not on the VirtualCareNS Platform please tag the VirtualCareNSAdmin, add a note of what form you need, and flag the task as "urgent". The requisition will be e-mailed to you to complete.

RESULTS

Normal & Abnormal Results:

1. Lab / Diagnostic Imaging results will be received by Maple's Care Delivery team and uploaded to the patient profile on the VirtualCareNS platform.
2. The ordering provider and patient will be notified by Maple's Care Delivery team by email of Lab / Diagnostic Imaging result upload on the VirtualCareNS platform along with recommended follow up.
 - **Normal results:** patients will receive an email indicating results have been added to their profile. We will not directly encourage the patient to follow up. These will appear as "follow-up = no" in your provider requisition view.
 - **Abnormal results:** patients will receive an email indicating that results have been added to their profile. In that email, Maple explains that the results are abnormal, and advises the patient to conduct a follow-up. These will appear as "follow-up = yes" in your provider requisition view.

- **Urgent results:** patients will receive a phone call from Maple Customer Support in addition to an e-mail advising them that they have urgent results to review and should follow up within 24 hours.

3. The ordering provider logs onto their account to review results and action as needed.

Critical LAB/DI Results:

- 1) Patients will be contacted by telephone and instructed by Maple's Care Delivery team to seek care as directed by the Maple provider who reviewed the result (e.g., directed to seek care within 24 hours, directed to emergency department, etc.).
- 2) Once patient has been contacted, the labs will be uploaded to the patient profile.
- 3) Patient and provider will receive an email indicating the results require follow up.
- 4) Maple's Care Delivery team will notify the provider via email that the patient has been contacted.
- 5) Provider logs into their account and view the result.

Maple's Care Delivery team provides notifications to the patients after receiving test results. Ultimately, providers are always responsible for the results of anything they have ordered. If you are going to be away for an extended period of time, it is your responsibility to notify the VCNS Admin team so that appropriate steps can be taken in regard to anything you have ordered.

If a Lab / Diagnostic Imaging result has only partial results received within a month of the provider completing the Lab Requisition / Diagnostic Imaging Form, the appropriate action will be taken by Maple's Care Delivery team to follow-up with the lab to see if the lab missed the tests and warrant the patient to return or if the lab didn't fax the results over.

Please note: Misrouted results may occur. Please fax incorrectly routed results to 855-632-4962 and send back to the NSH lab/DI so that they are aware that the results were misrouted. A SIMS is indicated here – please reach out to VCNS admin if you require guidance on how to complete this.

Emergency Medical Issues

If you start a call with a patient and realize that they need to seek emergency care please either direct them to proceed to the emergency department, to call an ambulance for themselves, or call an ambulance for them – whichever is more appropriate for the situation.

There is a button that you can click before starting a consultation with a patient that will close the consult and send the patient the following message:

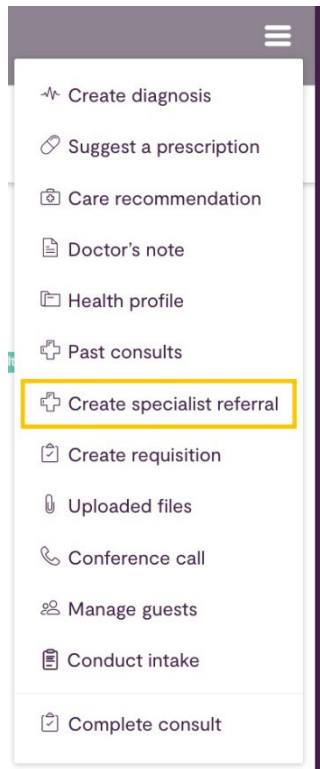
“This may be a medical emergency. Based on the details you provided, the provider has indicated that you should call 911 or proceed to the nearest hospital emergency room immediately.”

However, we have found that patients who receive this message do not always follow this advice and may instead get back in the VirtualCareNS queue. Using this button, rather than speaking to the patient directly, does carry the risk of the patient not understanding or not following the directions given.

Specialist Referrals

Follow these 2 steps to create a specialist referral:

Select "Create Specialist Referral" from your consult toolbox (top right)



Enter:

- Specialty
- Reason for referral
- Past medical history

The Maple Care Delivery Team will use this information to create the specialist referral letter.

The referral letter will have the provider name and information included. The Maple Care Delivery Team will match the patient with a specialist based on geography and availability.

It can take 5-10 business days to review specialist referral requests. Once reviewed, the matching process will begin.

If you believe your patient requires an urgent referral there are two options:

- Advise them to head to their nearest emergency room;

- Provider makes contact with a specialist and obtain agreement that they will see this patient, then send the specialist information and the letter you would like sent to VirtualCareNSAdmin@nshealth.ca and the VCNS Admin team will fax the consult letter. **Please note that if you follow this pathway, it is your responsibility to identify and contact the specialist, as we do not have sufficient capacity to do so for urgent referrals.**

You can make edits to the referral after it has been completed from the consultation summary. Please task Specialist Referral Team in the referral on the VirtualCareNS platform with a note that a change was made and this will be communicated to the Maple Care Delivery Team.

Referrals to a specific specialist is possible. Indicate the name of the preferred specialist in the request. The Maple Care Delivery Team will contact the specialist to see if they have availability and schedule the appointment. If no specific specialist is indicated, patients will be matched based on geography and availability.

Once the patient has been assigned a specialist, this will be entered into the VCNS patient record. You will be able to view the specialist’s information from the consultation summary. Any consultation summary received from the specialist’s office will be uploaded to the consultation where the referral was generated.

Billing



The VirtualCareNS platform does not auto submit billing information direct to MSI. To ensure you are compensated for the services you deliver, you will have support personnel take care of billing for you.

The VirtualCareNS Vendor will provide a billing extract to the administrative support team who will use the information for claims submission using a certified MSI Billing platform.

To avoid any delays in receiving compensation we ask that after *each* appointment you complete the necessary fields: Billing Codes, Diagnostic Code, and Additional Billing Info. Please select the closest applicable diagnosis code. We acknowledge that there may not be a “perfect” code for each situation. If you have any questions, email VirtualCareNSAdmin@nshealth.ca.

Input 3 Values:

1. Billing codes
2. Diagnostic code
3. Additional billing info to close the appointment. (Phone or Video)

Consultation summary

Billing codes Save

Diagnostic code Save

Additional billing info Save

Procedure

Upon completion of the virtual appointment with your patient, please take the following steps:

1. The provider will navigate to “Consultation Summary”
2. As depicted above, the provider will have the ability to input the billing code, diagnostic code, and additional billing information related to the virtual appointment.
 - a. **Billing Codes:** Enter the service code associated with the type of appointment that was conducted. (i.e., 03.03 for patients under 65 or 03.03A for patients over 65)
 - b. **Diagnostic Codes:** Enter the diagnostic code that most closely matches the patient’s presenting issue.
 - c. **Additional Billing Info:** Populate this field with either “phone” or “video” to capture the method used for this consultation.
3. Close the “Consultation Summary” window and go back to the main menu to pick up next appointment.

Billing Codes

Billing Codes	Use	Modifier Codes	Additional Billing Info.
03.03	Standard Office Appointment – Below the age of 65	RP = SUBS (Subsequent Consults)	Type “Phone” or “Video”
03.03A	Standard Office Appointment – Over the age of 65	RP = SUBS (Subsequent Consults)	Type “Phone” or “Video”

Please do not use ME = VTCR (virtual care – video visit) or ME=CARE codes for this pilot. Maple is not on the platform approved list provided by DHW at this time.

Diagnostic Code

The diagnostic codes can be accessed directly on the VirtualCareNS platform; you can do so by searching the diagnosis from the consult and selecting the appropriate code. Please also make sure that, except when sending an in-person referral, you also include a clear diagnosis in the “diagnosis” field.

The VirtualCareNS platform has most diagnostic codes used in Canada. If there is one missing that needs input – please contact VirtualCareNSAdmin@nshealth.ca to request this of Maple.

Additional Billing Info

Type ‘**Phone**’ or ‘**Video**’ in this text box depending on the method/mode of care provided.

MSI requires these text comments with each billing code below.

- If service was provided via phone call, use “Pandemic telephone” = **PHONE**
- If service was provided over a virtual care platform, use “Pandemic virtual care” = **VIDEO**

SUPPORT INFORMATION

First point of contact for any technical issues related to the VirtualCareNS platform is the vendor – Maple:

Maple help desk: <https://www.getmaple.ca/contact-us/> (type “speak to a person” to be connected with a live customer service agent)

E-mail: Hello@GetMaple.ca

For any other support needs, or if Maple is not able to resolve your issue, please contact:

VirtualCareNSAdmin@nshealth.ca

Bring Your Own Device (BYOD) Information

BYOD is defined as the use of personally owned devices that will securely access Nova Scotia Health owned information systems/applications to deliver care. A personal device can be an electronic device such as a desktop/laptop, tablet, or smartphone. If you have been issued a NSHA device by the VirtualCareNS program you are required to use your NSHA device.

However, if you are not able to use an NSHA device, here are a few items you should be aware of when using BYOD:

- Nova Scotia Health/IWK Health Centre are not responsible to reimburse any costs associated with personal devices (e.g., purchase, software, upgrades, support, data charges, disposal, loss, theft).
- Nova Scotia Health/IWK Health Centre owned, or controlled information is not to be stored outside NSH/IWK sanctioned applications. For example, do not download any health information reports, screenshot, or cut and paste to your personal device. In emergency situations where health information or reports are downloaded to your personal device you are responsible to ensure that it’s been deleted from files, mailboxes, etc.
- Non-NSH/IWK: If you are delivering services on behalf of NSHA/IWK and must store patients’ PHI on a device (e.g., virtual care videoconference/teleconference, clinical notes, patient name in contact list, etc.) you must safeguard the device:
 - Ensure that the device can only be accessed using a complicated password, or a biometric identifier (e.g., fingerprint).
 - Do not share the device with another person, including a family member.
 - Lock the device when it is unattended.
 - Consider encrypting the device.
- You are responsible to ensure security measures are in place to protect Nova Scotia Health owned or controlled information.
- Understand the risks related to the use of a personal device that may render the device unusable, including, but not limited to viruses, malware, and hardware/software errors.
- You are responsible to report any temporary or permanent loss of any personal device used to Maple and the NSH Privacy Office.

- Are responsible for backing up all personal information/content on personal devices.
- Are responsible for any upgrades of personal data on personal devices including backing up and restoring data.
- Take appropriate precautions to prevent others from obtaining unauthorized access and/or inappropriately viewing Nova Scotia Health/IWK Health Centre owned or controlled information when using a personal device
- If required, provide Nova Scotia Health/IWK Health Centre with the personal device and passwords required to access the device (e.g., access codes, biometrics) if the device has been selected for a physical security audit, or if the device is needed for E-Discovery purposes

Adding Your NS Health E-mail to Personal Phone

If you would like to be able to use your NS Health e-mail on your personal phone please let us know at: VirtualCareNSAdmin@nshealth.ca and we will put in the required IT ticket to grant access to your personal device.

Once access has been granted, you will receive an e-mail with instructions on how to set up your NS Health e-mail on your phone. If you need assistance please reach out to VirtualCareNSAdmin@nshealth.ca

Update History

Version 1.0: Unknown

Version 1.1: February 2023

Version 2.0: August 2023

Version 2.1: November 2023

Version 3.0: March 2024

Note: When document is updated, make sure to update on portal, library site, send in weekly update, and update attachment to e-mail sent to new providers.