



Virtual Care Tools in Family Medicine

- Enhanced Access and Service





Faculty/Presenter Disclosure

Faculty: Dr. Stephen McLaren

Relationships with commercial interests:

OntarioMD Physician Peer Leader

Products Used:

Accuro EMR, Medeo online appt.-email-video, Cliniconex, Ocean



Disclosure of Commercial Support



No Commercial Support:

Potential for Conflicts of interest:

Dr. McLaren is funded by OntarioMD for Peer Leader engagements



Mitigating Potential Bias

The content of this presentation represents a self-driven practice pattern free of commercial bias or sponsorship.



Objectives



After this session, participants will be able to:

- **Compare traditional office practice to one with Virtual Tools deployed.**
- **Appreciate measurable changes that can occur in practice metrics with Virtual Tools.**
- **Extrapolate how these tools may be deployed in your office.**



Outline



Practice Context

Motivation &
Implementation

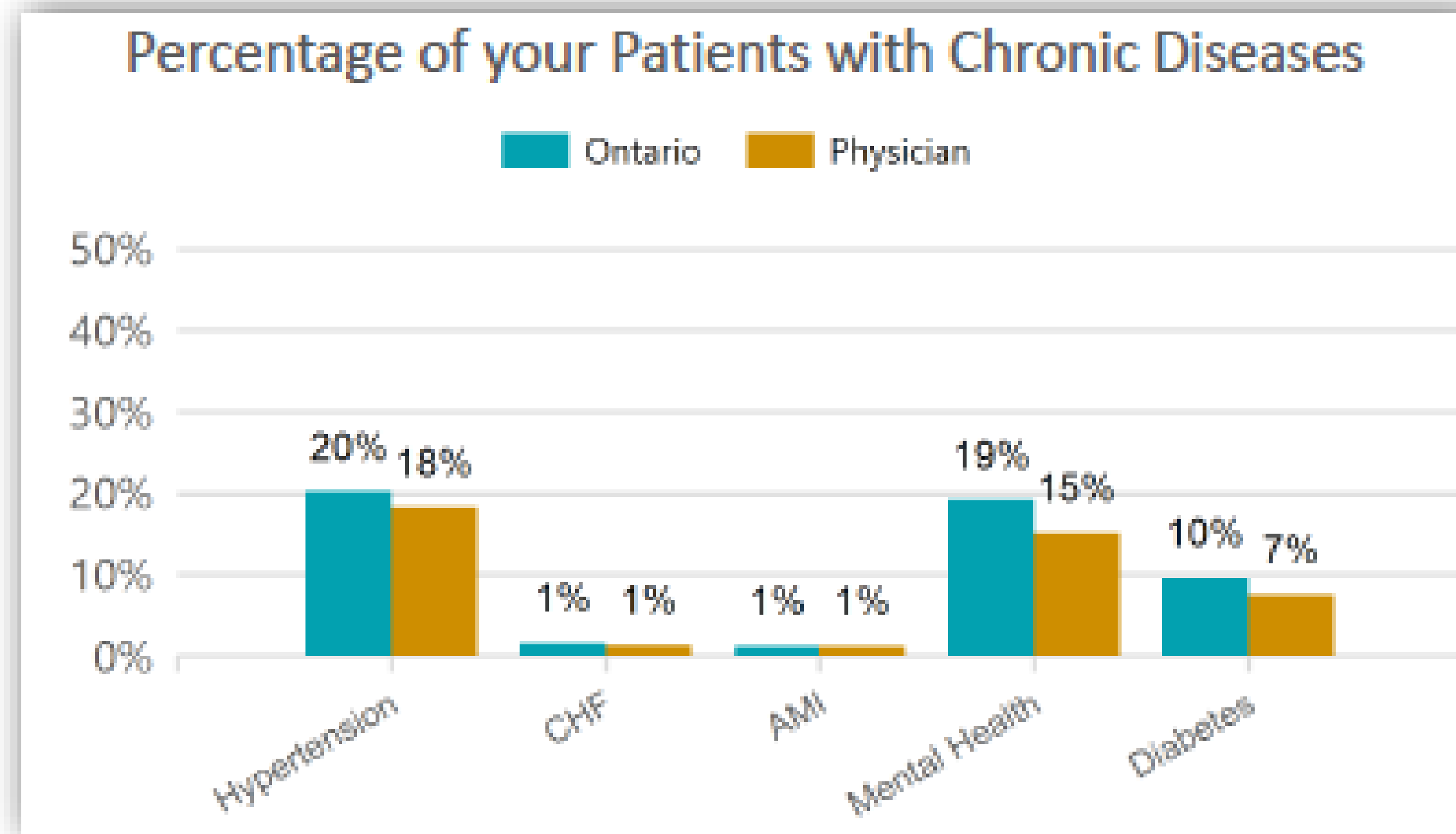
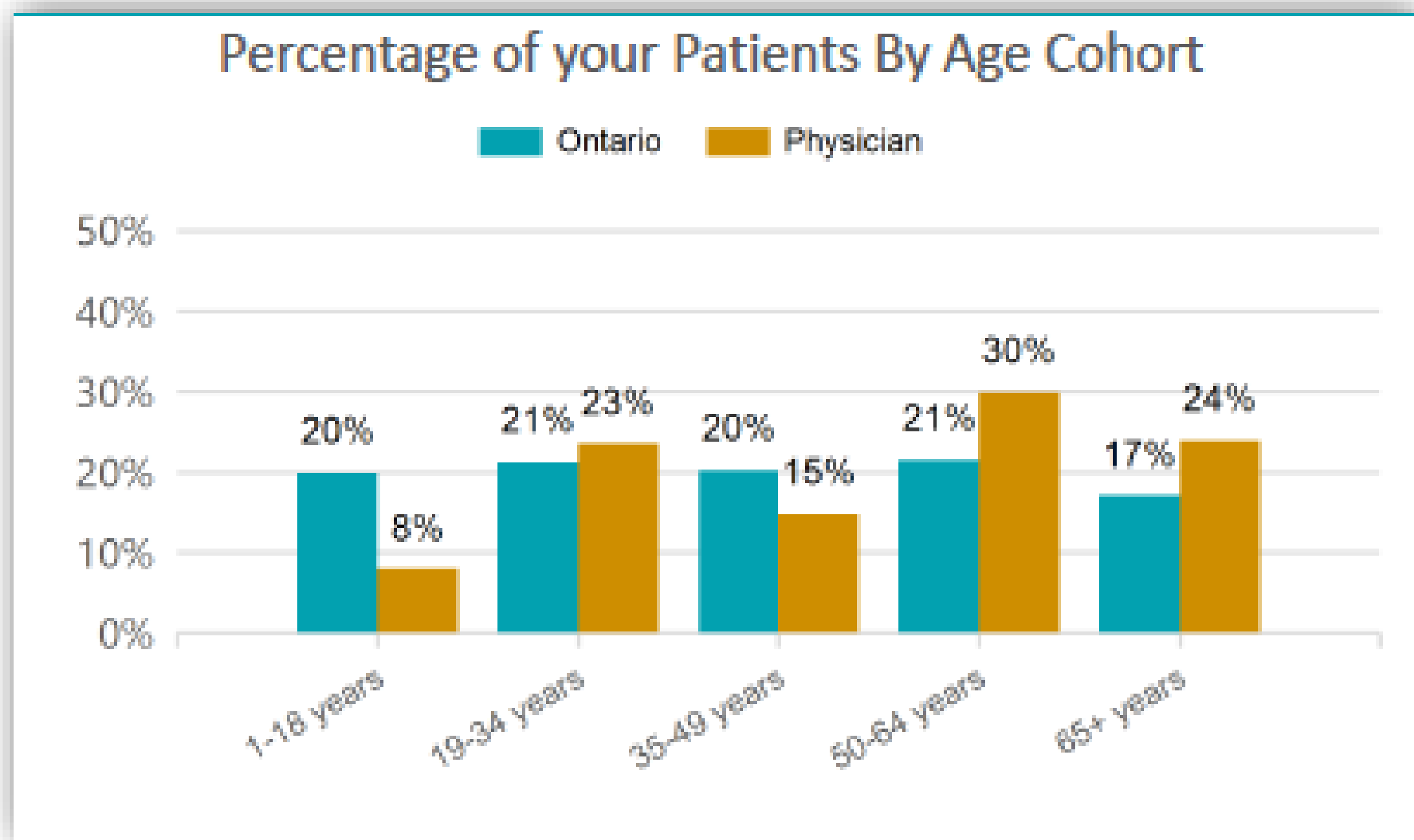
- Online booking
- Secure email
- Video visits

Care Data



Practice Context

2,200 patients - 10 minute appt. slots - 4.5 d/week
22 years FFS - 13 years FHN/FHO





Motivation

Online Booking



Secure Email



Video Visits

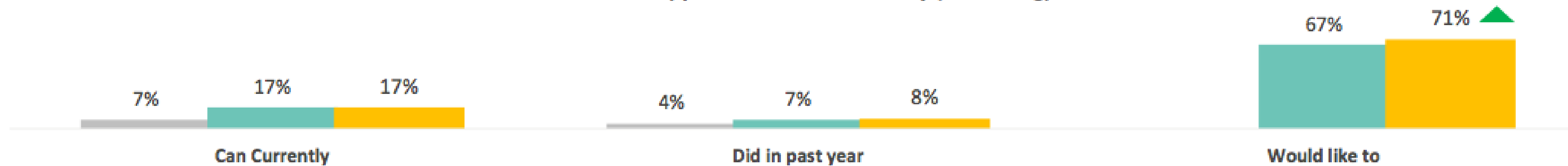




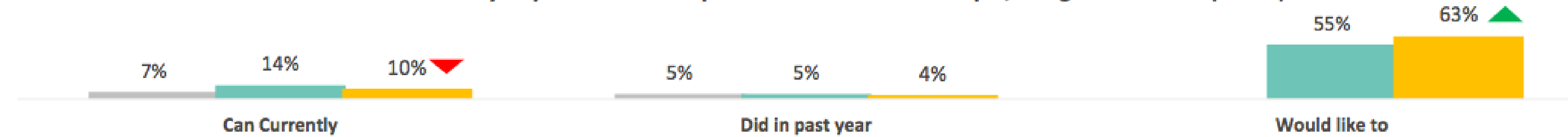
Supportive Data



Make an appointment electronically (e-booking)



Consult with any of your health care providers online - for example, using secure email (e-visit)



Visit with your health care provider virtually online by video



■ 2014 ■ 2016 ■ 2018

% of all adult Canadians

% of adult Canadians

% of Canadians who "cannot currently"

Q38. Can you currently..? / Q39. In the LAST YEAR, did you? / Q40. Would you like to be able to? 2018 ACCESS Digital Health Survey. Base: Canadians 18yrs+ (n=2,272)



Online Booking



8:30am		Visit (eBooking) 10... (t-)		Visit (eBooking) 10... (t-)	Visit (eBooking) 10... (t-)	
8:40am		Visit (eBooking) 10... (t-)	Wellness Adult 21... (t-)	Visit (eBooking) 10... (t-)	Visit (eBooking) 10... (t-)	Wellness Adult 21... (t-)
8:50am		Visit (eBooking) 10... (t-)		Visit (eBooking) 10... (t-)	Visit (eBooking) 10... (t-)	
9:00am					Visit (eBooking) 10... (t-)	
9:10am		Wellness Adult 21... (t-)	Wellness Adult 21... (t-)	Wellness Adult 21... (t-)	Admin.	Wellness Adult 21... (t-)
9:20am					Admin.	
9:30am				Admin.		Visit (eBooking) 10... (t-)
9:40am		Wellness Adult 21... (t-)	Wellness Adult 21... (t-)	Advanced Access	Wellness Adult 21... (t-)	Visit (eBooking) 10... (t-)
9:50am				Advanced Access		Admin.
10:00am		Admin.	Admin.	Advanced Access	Visit (eBooking) 10... (t-)	Admin.
10:10am		Advanced Access	Visit (eBooking) 10... (t-)	Admin.	Visit (eBooking) 10... (t-)	Advanced Access
10:20am		Advanced Access	Visit (eBooking) 10... (t-)	Advanced Access	Admin.	Advanced Access
10:30am		Advanced Access	Visit (eBooking) 10... (t-)	Advanced Access	Advanced Access	Advanced Access
10:40am		Admin.	Admin.	Advanced Access	Advanced Access	Advanced Access
10:50am		Advanced Access	Advanced Access	Advanced Access	Advanced Access	Advanced Access
11:00am		Advanced Access	Advanced Access	Admin.	Admin.	Admin.
11:10am		Advanced Access	Advanced Access	Advanced Access		
11:20am		Admin.	Admin.	Advanced Access	Advanced Access	Advanced Access
11:30am		Advanced Access	Advanced Access	Advanced Access	Advanced Access	Advanced Access
11:40am		Advanced Access	Advanced Access		Advanced Access	Advanced Access
11:50am		Advanced Access	Advanced Access	Admin.	Advanced Access	Advanced Access



ONLINE BOOKING

Your provider's name will appear if online booking slots remain available and will disappear when all available online appointments are booked. New openings appear daily in preparation for the next day.

No appointments available? – Call our Call Centre at 905-471-9999 as your provider may still have openings as they cover Urgent Care for the office.





✓ Practitioner: Dr. Stephen McLaren ^

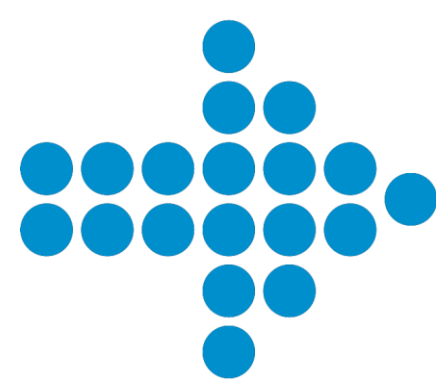
2 Select an Appointment Type v

a) Regular Office Visit (10 minutes) - * Same Day Access *
 Today for Today and Tonight for Tomorrow. This is the preferred appointment method to meet your needs now. New slots open each evening for the next day. If no appointments are left please look to future appointments choice b) or call the office at (905) 471-9999 to access "Dr Available" appointments. Urgent Care Clinics are also available on walkin basis. www.markhamfht.com/urgent-care-hours for more information.

b) Regular Office Visit (10 minutes)
 Choose this type if you wish to plan ahead. Please ensure if this is a followup visit such as Diabetes that your lab tests are done for review.

c) Wellness 21 and older
 For adults 21 and older. This is an overview of health and health related risks. This service is at the following intervals: 21-39 every 3 years, 40-64y every 2-3 years, 65y and older every 1-2 years. ** If you are 30 or older, please indicate if you would like to pickup a lab req, or have it emailed to you, to go to the lab prior to your Wellness visit.

d) Video Visit - NEW - trial summer 2018
 This uses the secure Medeo video platform to connect you and the doctor. The best reasons to use this service would be to review and renew medication for depression / anxiety or to discuss test results. Clinical concerns requiring examination are not suitable for video visits. You will need to download the free Medeo Health app to your android or OS device, or use a computer with mic, camera and with Google Chrome as a browser. An invite/link will be sent by email after your confirming email. You will be guided through some easy steps to acquire the app and setup your device. This service is NOT covered by OHIP but will be offered for free during a trial period in the summer of 2018. If your visit requires a note / letter / travel advice etc then those uninsured services will be billed to you. We hope you find value in this service.



3 Unavailable	4 12 available	5 Unavailal
------------------	-------------------	----------------

11:10 AM - 11:20 AM EDT

11:30 AM - 11:40 AM EDT

11:40 AM - 11:50 AM EDT

11:50 AM - 12:00 PM EDT

2:10 PM - 2:20 PM EDT



4 Create an account or Sign In ▼

Already have an account with Medeo? Please [sign in](#) to complete your booking.

First Name REQUIRED

Last Name REQUIRED

Email REQUIRED

This will allow you to be notified when your request status changes

Password REQUIRED

A minimum of 6 characters please

Birthday (YYYY-MM-DD) REQUIRED

Phone Number REQUIRED

Personal Health Number

Please note that prior to accepting an appointment request, some providers will require your Personal Health Number to complete the online booking process.



Markham Family Health Team via Medeo

Your appointment request is under review

To: Stephen McLaren

Your ap
Septem
Family
when yo

Please
your ap
cancell

4:40 PM
Markha
Markha

Inbox - Yahoo!

Markham Family Health Team via Medeo

Your appointment request has been accepted

To: Stephen McLaren

Your appointment request for Dr. Stephen McLaren at 4:40 PM EDT on September 4, 2018 has been accepted by a Markham Family Health Team staff member.

To see more instructions from Markham Family Health Team, view your [appointment requests](#).

Please contact Markham Family Health Team with any questions about your appointment. Markham Family Health Team's standard appointment cancellation policy applies to all appointments booked online.

4:40 PM EDT on September 4, 2018
Markham Family Health Team
Markham, ON, L6B 1A1, CA

Inbox - Yahoo!

Powered by [Medeo](#).



Tuesday (4)	Wednesday (5)	Thu
9	7	
Appt Slots N/A	Appt Slots N/A	Appt Slots
8:30am for 30 minu... [CC]	8:30am for 20 minu... [PU]	
9:00am for 30 minu... [LM]	Regular appointme... 9:00am for 30 minu... Admin.	Admin.
9:30am for 30 minu... [LM]	Admin.	9:30am
Admin.	Admin.	
Advanced Access	Advanced Access	Admin.
Advanced Access	Advanced Access	Advanced
Advanced Access	Advanced Access	Advanced
Advanced Access	Advanced Access	Admin.
Advanced Access	Advanced Access	Advanced
Advanced Access	Advanced Access	Advanced
Advanced Access	Admin.	Advanced
Advanced Access		pbsg

Appointment Details

Loads Settings from this Patient's Previous Appointment

7 MCLAREN, STEPHEN Confirmed Arrived

Markham Family Physicians FHO - Markham FHT

Details

Appointment Date: 07-Sep-2018 Type: Adv. Access (eBooking)

Appointment Time: 11:50am Reason:

Appointment Length: 10 minutes (12:00pm) Location: O Provider's Office

Referred By: --None-- Priority:

Other Providers: Insurer: OHIP

Room: --None--

Notes

test

Popup Notes

- ✗ No reason given
- ✗ Please Clarify
- ✗ Incorrect Doctor
- ✗ Time
- ✗ Duplicate Appointment
- ✗ Incorrect Patient
- ✗ Free Text Rejection Message--
- ✓ Free Text ACCEPT message
- ✓ Video Visit Accept

Medeo Booking Request Pending ✓

Stephen McLaren ✓

10-Oct-1955
stephenmclaren@rogers.com

Checkout

a) Regular Office Visit (10 minutes) - * Same Day Access *

test

No Patient MCLAREN, STEPHEN



1000 appointments

- 500 e-booked

724 - 10min. routine visits

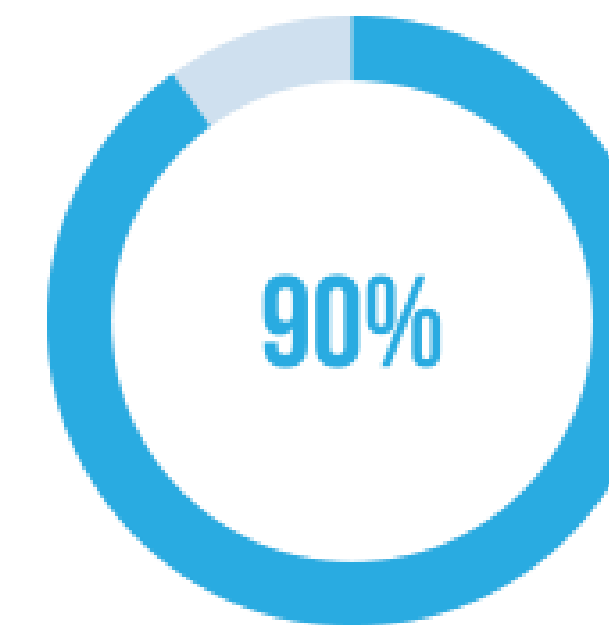
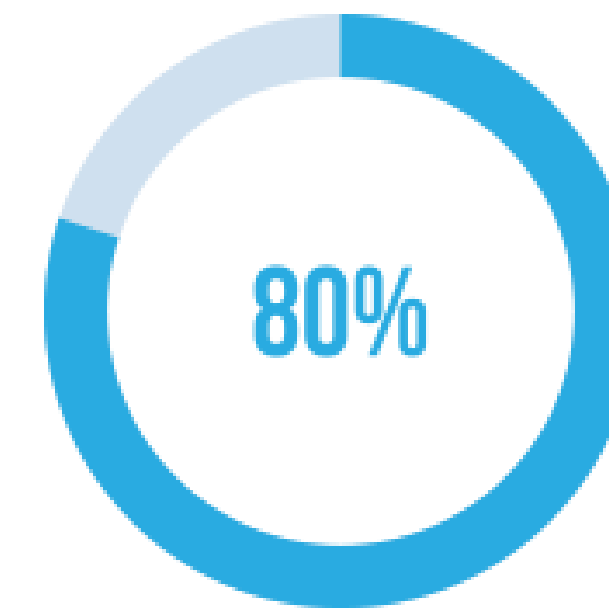
- 470 booked online

94 Wellness visits

- 17 booked online

Ages 2-98

Survey says!





Telephone calls lessened by:

- a) 10%
- b) 20%
- c) 40%
- d) 60%
- e) 75%



Q: Has there been a shift in service to younger demographic?

2014 avg age 56.6, median age 61 yr

2018 → 60.6 median age 65 yr

2018 avg age 54.2, median age 60 yr



Online Booking

Easy
Convenient
Confirmed with date / time

Office workflow is easy

Access = Continuity & more



Phones are still problematic
Unique email per person required

Occasional erroneous booking

Train your staff from the patient's perspective.



Secure Email



EMR integrated
Encrypted secure portal
Easy
Part of the Medical Record
Patient satisfaction is high



Email

... physicians who wish to send personal health information by e-mail must obtain express consent to do so from the patient or their representative unless they have reasonable assurances that the information sent and received is secure. Physicians should use a secure e-mail system with strong encryption... it is advisable to copy all e-mail correspondence for the chart.

CPSO

- Many patients want it
- Can improve efficiency of care scheduling, reminders
- May save time and unnecessary visits
- Can foster patient engagement

Physicians considering using unsecured or unencrypted email or text messaging should do so only for information that does not include identifiable personal health information

CMPA



Communication

10-Jun-2018: Communication
Provider: MCLAREN, STEPHEN
fax Re: STEPHEN TEST, DOB: 26-Mar-2011. FROM: STEPHEN

10-Jun-2018: Communication
Provider: MCLAREN, STEPHEN
fax to 471 3627 Re: STEPHEN TEST, DOB: 26-Mar-2011. FROM:

10-Jun-2018: Communication
Provider: MCLAREN, STEPHEN
fax Re: STEPHEN TEST, DOB: 26-Mar-2011. FROM: STEPHEN

28-May-2018: Rx to Get Active
Provider: MCLAREN, STEPHEN

05-May-2018: Communication
Provider: MCLAREN, STEPHEN
Re: STEPHEN TEST DOB: 26-Mar-2011 FROM: STEPHEN MCLAREN Test fax to 2011128

Dr. Stephen McLaren sent you a secure message on Medeo

You have a new secure message waiting for you on Medeo that was sent by Dr. Stephen McLaren from Markham Family Health Team.

[View Secure Message](#)

Steps to view your secure message

1. Follow the "View Secure Message" link in the email.
2. Sign in to your secure Medeo account.
3. View your secure message.

Why can't I see the message in the email?
Personal or medical information via email.

- Delete
- Send To Patient...

One account.
All of your health.

[SIGN IN](#)

[FORGOT YOUR PASSWORD?](#)



Activity Feed (11)

Newest on Top



Message received from Dr. Stephen McLaren

Test



Virtual Care Appointment completed

with Stephen McLaren for 22 Jul 2018



Virtual Care Chat Summary available

with Dr. Stephen McLaren



Virtual Care Appointment scheduled

with Stephen McLaren for 13 Jun 2018



Message received from Dr. Stephen McLaren

test





Accuro Messaging

File

Start Conversation

Narrow By: MM/DD/YYYY to MM/DD/YYYY

- Unread Only
- Drafts Only
- Hide Archived

TEST, STEPHEN Clear Patient

Date | Newest

Attach

- Chart Item
- From Computer

TEST_STEPHEN_10-Jun-2018_Communication.pdf ✕

TEST_STEPHEN_1_Physician_Patient-Email-Agreement MEDEO.pdf ✕

Send Message

Send And Close

Save Message

Message Body

Secure messages can go here.

[Downloads](#)

Accuro Messaging

File

Narrow By: MM/DD/YYYY to MM/DD/YYYY

Select Attachments

TEST, S

- Clinic
- 10
- 10
- 10
- 05
- 05
- 05
- 24
- 02
- 22
- 13
- 13
- 12
- 21
- 21
- 21
- 21
- 21
- 24
- 24
- 21
- 21
- 16
- 09
- 09

Search Attachments

Commur

- 10-J
- Pr
- fa
- 10-J
- Pr
- fa
- 10-J
- Pr
- fa
- 28-M
- Pr
- 05-M
- PROVID
- ST



Secure Email

Good: Easy, effective and on your own time
Part of the Medical Record
“Read” receipt
Appreciated!

Not so Good: “Help” desk
Unique (current) email required
Email link “times out”
No “out of office reply”
“Fail” not integrated to EMR



Secure Email



Secure email improved time management by:

- a) 15min/day
- b) 30min/day
- c) 45min/day
- d) 60min/day

783 emails sent in 8mo of 2018

248 replies

150 emails in reply - 933 secure emails in 8mo of 2018.

1395 emails anticipated in 2019



Video Visits



Patient: request via online appointment
Get an email link to the details
Free app
Or Google Chrome



Video Visits



Provider: Portal initiation of appt
Computer - Chrome - Camera - Mic

End of day
Sacrifice a few appts
Make a note in EMR

Appropriate use by patx



Care Data

Per yr/per enrolled: model= 2.6

“Services” per yr / per enrolled





HQO

Visits to own MD - Ontario 68.3%
Group 65.8%

Hospital Readmissions @ 1yr - Ontario - 16.2%
Group - 13.2%

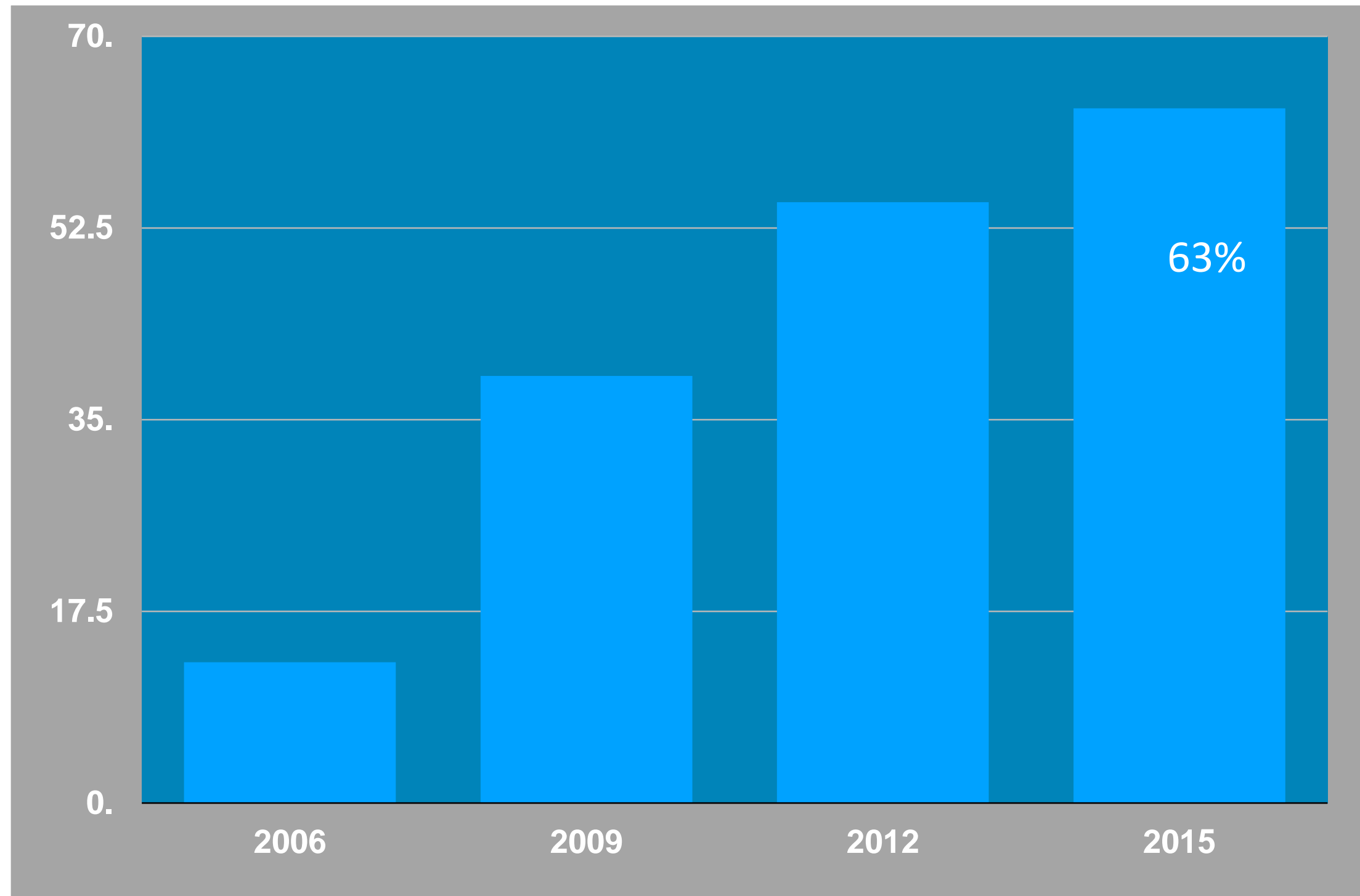
Hospital Readmissions @30d - Ontario - 5.6%
Group - 4.5%

ER Visits - Ontario - 404
Group - 321





Access Bonus





Online Booking
Secure email
Video Visits

Access
Continuity
Time Mgmt

Service





תודה
 Dankie Gracias
 Спасибо شكراً
 Köszönjük Merci Takk
 Grazie Dziękujemy Terima kasih
 Ďakujeme Vielen Dank Paldies
 Kiitos Täname teid 谢谢
Thank You Tak
 感謝您 Obrigado Teşekkür Ederiz
 Σας ευχαριστούμε 감사합니다
 Bedankt Дěkujeme vám
 ありがとうございます
 Tack