Abstract Submission Form 2019 #11

Salutation: *	Mr.
First Name: *	Bryan
Last Name: *	Jok
Clinic/Company: *	OnCall Health
Role: *	Marketing Manager
Phone Number *	
Email Address: *	

Type: *	Concurrent Session

Salutation: *	Mr.
First Name: *	Nicholas
Last Name: *	Chepesiuk
Role: *	CEO
How long have you been using an EMR? *	N/A

Salutation:	Mrs.
First Name:	Alexandra
Last Name:	Latter
Role:	Enterprise Account Manager
How long have you been using an EMR?	N/A

Salutation:	
First Name:	
Last Name:	
Role:	
How long have you been using an EMR?	

Who is your target audience? *	New EMR Users Intermediate EMR Users Advanced EMR Users
Abstract Title: *	Integrating Virtual Care Solutions with EMRs to Drive Workflow Efficiency and Improve Patient Outcomes
Learning Objectives: *	How virtual care can improve access to care.
	How virtual care can increase efficiency and reduce overhead.
	Use case for the implementation of virtual care at scale.

Abstract: *

The Problem:

Patients looking to access the services of a national healthcare organization, "X", often had difficulty doing so due to inability to travel. No shows had become a significant issue. The cost of opening and maintaining more physical locations in an effort to increase the convenience of locations for patients was becoming unsustainable.

A virtual care tool was a clear solution to help improve access and reduce the need for more physical locations. However, existing telemedicine solutions required a significant change to workflow (like changing EMRs) to implement and were fairly complex to use. Because this organization did not have the capacity to switch from their existing EMR, and much of their patient base was not tech-savvy, the virtual care solutions available would not be able to solve their problem.

Project Scope:

X formed a partnership with company "Y", which provided a virtual care solution prioritizing simplicity in both implementation and use. The project scope entailed the implementation of a virtual care platform for company X. Requirements included a complete EMR integration and simplicity for both providers and patients from a user experience and user interface perspective.

Reasons for partnership with Y:

Full EMR integration meant that clinicians could easily implement virtual care into their everyday workflow without straying from their EMR of choice.

Secure E2E encryption with local Canadian servers and PHI/PIPEDA/PHIPA compliance.

High platform configurability meant that X was able to choose only the necessary features needed to fill in the gaps in workflow or digital health capabilities. This ensured that Y's platform would sit on top of X's workflow providing a truly streamlined and integrated coupling of systems enabling X to leverage virtual care.

Simplicity of use. Y's UI/UX was clean and the most user friendly X had seen.

"Secure video client" is a proprietary software that enabled Y's video to be clear even in lower bandwidth environments. Clarity and consistency of connection is critical when video conferencing is being used in a clinical setting.

Human resources:
o Implementation specialists understood X's existing workflow and made recommendations on how to implement and integrate Y's virtual care solution in the fastest and least disruptive way.
o 24/7 Tech support provided by Y meant that providers did not need to worry about helping patients troubleshoot their devices to access their online appointment. Y's team handled all of this meaning the providers could focus on providing quality care.

Results:

X launched their virtual care service in partnership with Y in Ontario. Since launch, patient acquisition has improved by 10x and follow up appointment wait times have been reduced by an average of 17 days.

Organization X is on track to conduct 5000 virtual appointments per month in Ontario by the end of 2019, with no addition of new staff or physical locations.

X is launching their virtual care offering in BC, Alberta, and Quebec, which will put them on track to conduct 10,000+ virtual appointments per month nationally by the end of 2019.

How did you hear about the Call for Abstracts *   Email Invitation from OntarioMD

Please Specify *

Who referred you? *