

Abstract Submission Form 2019

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Salutation: *	Dr.
First Name: *	Anil
Last Name: *	Maheshwari
Clinic/Company: *	Grandview Medical Centre Family Health Team
Role: *	Family Physician
Phone Number *	
Email Address: *	

Type: *	Concurrent Session
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Salutation: *	Dr.
First Name: *	Anil
Last Name: *	Maheshwari
Role: *	Family Physician
How long have you been using an EMR? *	>10 years

Salutation:	Dr.
First Name:	Harpreet
Last Name:	Arora
Role:	Family Physician
How long have you been using an EMR?	>10 years

Salutation:

First Name:

Last Name:

Role:

How long have you been using an EMR?

Who is your target audience? * Advanced EMR Users

Abstract Title: * Virtual Visits: Hype or Hope?

Learning Objectives: * 1. The well known and newly discovered benefits of Virtual Visits.

2 The challenges and techniques of implementing Virtual Visits in a multi-provider group.

3 The effects of Virtual Care on patient and provider satisfaction rates as well as emergency room and urgent care usage.

Abstract: *

It is well documented that virtual visits are a great use of technology to improve patient care. Some physician groups are doing more than 50% of their visits virtually, others are just getting started and many are want to understand the role of virtual visits.

We have used Virtual Care at Grandview Medical Centre Family Health Team for almost one year now and have over 2,500 patients registered with 13 family physicians and have conducted over 3,500 virtual visits.

Many of our primary care providers initially had a substantial amount of fear around the implementation of this new technology. We will discuss their fears and potential solutions including:

- Risk of burnout with the increased workload.
 - Medical-legal liability.
 - Unnecessary extra visits.
 - Decreased compensation.
 - Working outside of normal working hours.
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- Perceived insecurity of online communication.

We have gained several learnings from our primary care experience so far including how virtual visits affect:

- Healthcare provider availability
- Patient satisfaction
- Provider satisfaction
- Emergency room visits
- Rehospitalization rates
- Negations from rostered patients going to urgent care clinics
- Written, verbal and visual communication between patients and providers
- Documentation with less work on the provider's part
- Telephone and fax volumes at the office
- The amount of staff time required for patient care.
- Miscommunication and error rates

We will also discuss our learning regarding the introduction of a new process in the clinic and how to best obtain provider and patient buy-in.

Our virtual care journey has just begun and our hope is to convince others that this technology used properly can enhance the level of care a patient receives, decrease medical risk and improve on old methods of communication without additional work on the provider's part.

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