

A new way of seeing

Virtual care in clerkship

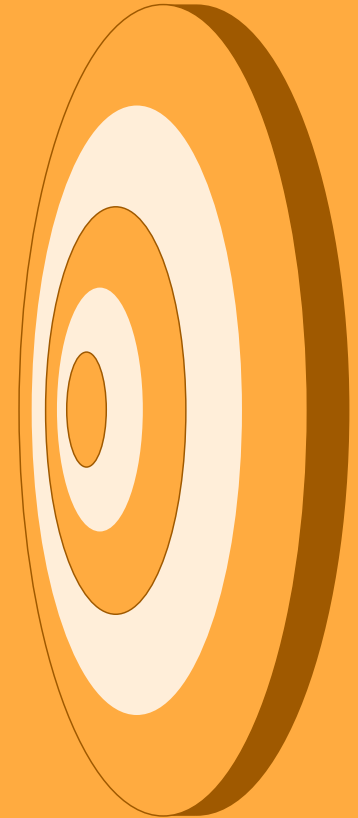
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Objectives

- Define virtual care and commonly used virtual care platforms
- Identify benefits and risks of virtual care
- Describe principles that apply to both virtual and in-person care
 - Special considerations in virtual care
- Create an approach to optimizing the learner experience and patient-centred virtual care
 - Before the encounter
 - During the encounter
 - After the encounter
- Develop strategies to overcome common challenges to virtual care provision
- Practice conducting virtual care (standardized patient encounters)



What is virtual care?

Definition: A broad term that encompasses the use of **any technology** that supports health care providers to collaborate with one another and deliver remote care to patients. (Understanding the Use of and Compensation of Virtual Care Services in Primary Care, July 2018, McMaster Health Forum, McMaster)

Commonly used modalities:

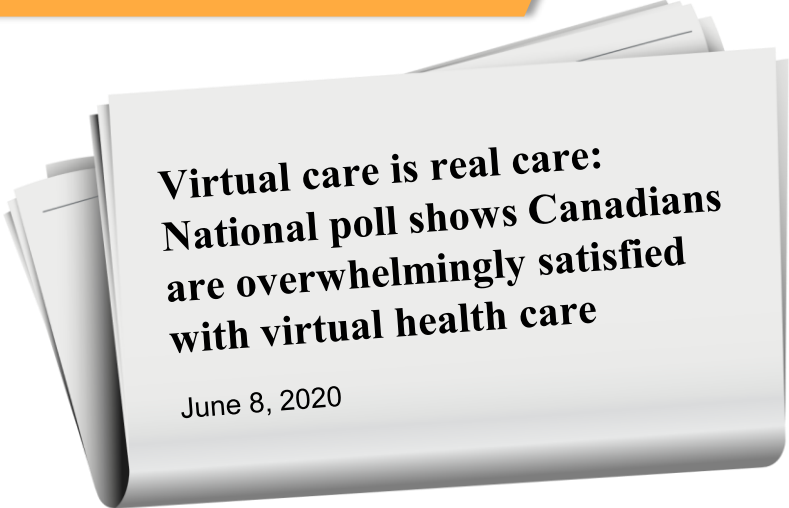
- OTN
- Zoom
- Telephone

Other modalities used in offices include OCEAN, PSS EMR, Medio, Skype business, Novar Evisit (secure instant messaging) and others!



Benefits: why use virtual care?

- Reduces transportation barriers
 - No travel time for provider or patient
- Less time lost
 - No need to take time off work or school
- Less costly to patient (e.g., lost work hours, parking, travel)
- Other family members/support persons can be present at once
- Can be more flexible with scheduling (i.e., outside office hours)
- Reduces need for PPE; can safely care in pandemic
- Can improve access to providers
 - Remote communities can access care providers in different cities



**Virtual care is real care:
National poll shows Canadians
are overwhelmingly satisfied
with virtual health care**

June 8, 2020

Patients report high satisfaction with virtual care (91% satisfaction rate)

<https://www.cma.ca/news/virtual-care-real-care-national-poll-shows-canadians-are-overwhelmingly-satisfied-virtual>

Commonly used virtual care platforms



PROS



- Secure, PHIPA certified
- Approved by Ministry of Health
- Video or voice
- Can invite multiple people to visit with a guest link
- OTN sends link (not personal email)
- Providers able to bill usual OHIP codes through OTN
- Many providers have some familiarity with use, especially those providing remote services
- Medical students can now register on OTN!

CONS



- Patient needs to read and install app ahead of time
- Works best on a laptop; does not work as well on tablet or phone; app has many bugs
- Can be slow
- Documentation of visit is in a different platform
- Equity issues:
 - Need to have access to Internet, webcam, time, space
 - Interpretation can be integrated but can be difficult

OTNhub Services

Connect with a Patient at Home

Setup an eVisit with a patient in their home.

[Go](#)[learn more](#)

Make a Video Call

Connect to an OTNhub member or room-based system.

[Go](#)[learn more](#)

Find a Host Site

Find a site close to your patient to schedule a video visit.

[Go](#)[learn more](#)

Find a Specialist

Search the Directory to find a specialist who accepts patient referrals via video.

[Go](#)[learn more](#)

Ask a Clinical Question

Ask a Specialist a clinical question and get advice within days using eConsult.

[Launch eConsult](#)[learn more](#)

Hi, Dr. Shazeen Suleman

OTNhub Services

Connect with a

Setup an eVisit with a

enter patient email



Find a

Find a site
to schedule



Find a

Search the
who access



Ask a

Ask a Specialist
advice with

eCare Disease Management

Connect to

OTN Member



Guest Via OTNinvite

You have 2 guests. You can add 17 more guests to a clinical event.

Please take a moment to consider [Patient Eligibility](#).

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+ Add a Guest

Host PIN is used if host joins via email link. Do not share with guests.

591903

Add a Guest PIN to increase privacy and security.

for a [clinical event](#) titled [Clinical Event](#)
to discuss [1](#) patient who is [present](#),
and [I am](#) the Consulting HCP



Schedule for later

OTNinvite is applicable in select situations. For more info click [here](#).

The provider can send an email to the people they want in the call.

The call can be scheduled for now or later.

Most of you will be asked to join an OTN call this way.

Commonly used virtual care platform



PROS



- Very easy to use
 - Many patients have familiarity
- Improved functionality over OTN
 - Works well on mobile devices and tablets
- Can invite many people
- Breakout room for reviewing
- Can hide your background
 - Patient or provider
- Licensed account is PHIPA compliant
 - I.e. Unity Health Toronto providing licensed Zoom for Healthcare accounts to residents

CONS



- Privacy concerns
 - Free account is not PHIPA certified
 - Not sanctioned for use for patient care
- Equity
 - Requires access to Internet-enabled mobile device; time and safe space to communicate
 - Interpreters can be included via phone, but more challenging to do.

Commonly used virtual care platform: Telephone



PROS



- Easy to use; less tech driven
- Easier to include telephone interpreters (privacy ensured)
- More accessible to patients
 - Does not require internet connection or specialized device
- Hands-free option

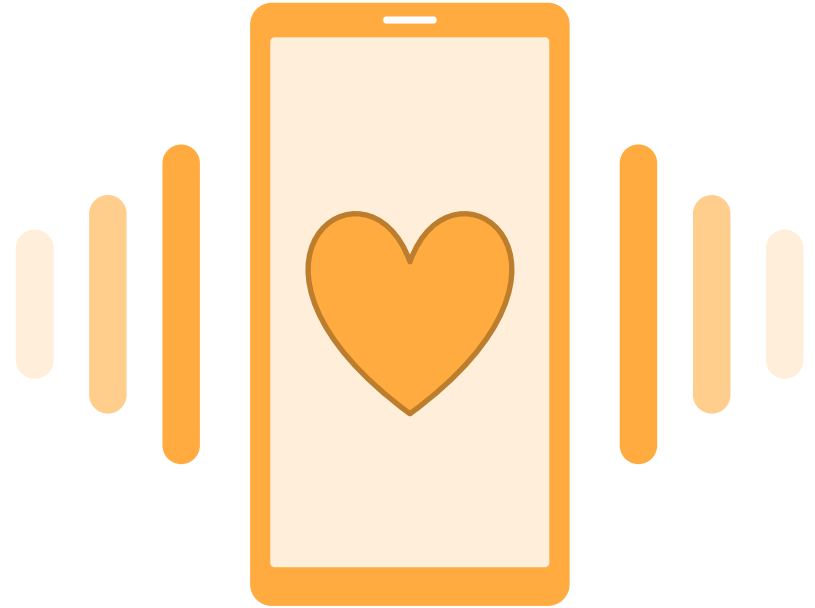
CONS



- No face to face contact
 - Cannot “see” patient (no observation or assessment possible)
- Equity issues:
 - Difficult for patients with hearing impairments
 - Some patients may not have reliable access to phones

What stays the same (virtual care vs. in-person)?

- Communication
- Professionalism
- History
- Clinical decision making
 - Generating a differential diagnosis
- Advocacy
 - Patient-centred care
 - Consider the social context

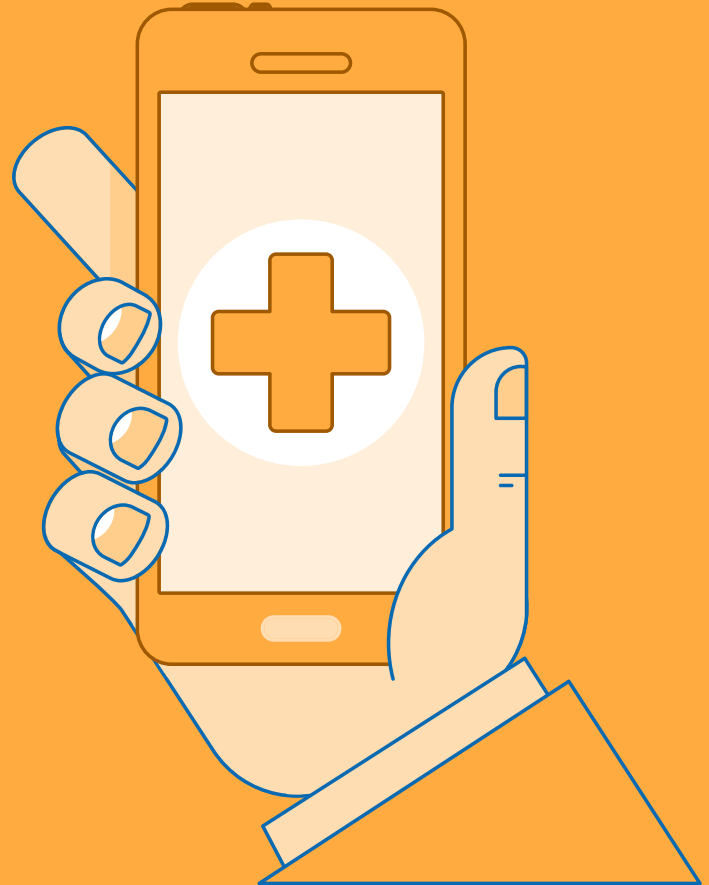


Special considerations in virtual care

- **Privacy**
 - Seeing / hearing things in home
 - Your background / their background
 - Confirming identity of patient
- **Communication style**
 - Non-verbal communication
- **Time management**
- **Professionalism**
 - Background noises, environment
- **Equity**
 - Access to internet, phone, device
 - Language barriers
 - Seeing into a patient's life
- **Your role**
 - Unlike in-person visits, your preceptor may be with you for all encounters, like observed histories

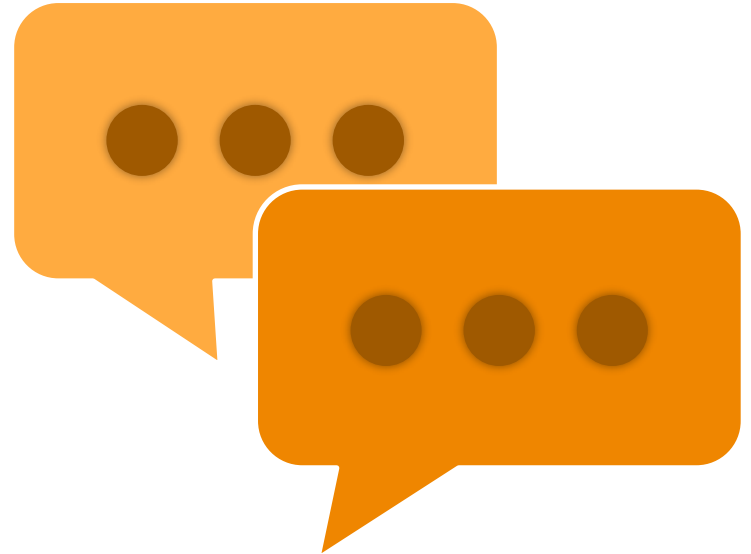


An approach to providing virtual care



Before the encounter

- Huddle with your preceptor before the encounter:
 - Make a plan for how you will proceed; troubleshoot technical difficulties
 - Privacy and identity confirmation
 - Communication style
 - How to present oneself
- Review the referral and/or the patient chart
 - What is the focus of today's encounter?



At the beginning

- Introduce yourself and who else is in “the room”
- Inform the patient:
 - Who else is online
 - They are not being recorded
 - They can end the call at anytime
 - What to do if the connection fails (ie. will call you)

HELLO

MY NAME IS

During the encounter

- History, history, history!
 - Be mindful of how your words and body language can be mis-interpreted
- Consider what you would look for on a physical exam
- Focus on knowledge:
 - Developing a differential diagnosis
 - Advocacy
 - Critical thinking



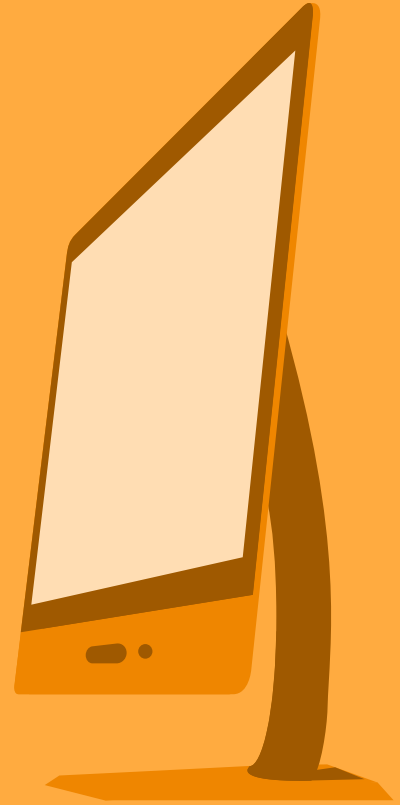
After the encounter

- Debrief the encounter with your supervisor
 - Review the case
 - Review the history process, observation (if possible)
- Review communication and supervision
- Consider next steps
 - Mailing requisitions?
 - Follow up in person visit vs. phone visit?



Common Challenges

In the next series of videos, tell us what went wrong. How might you manage these in practice?



What's wrong with this picture?



Answer: Always check your Zoom background!



Summary: Virtual care is here to stay!

- Virtual care can provide patient-centered, accessible care
 - Includes telephone and video visits (a number of modalities)
- Each modality has pros and cons to consider
 - Equity is an important consideration
- A virtual assessment cannot always replace the need for a physical exam
- Always consider when a patient needs to be assessed and how urgently
- Many of the same skills are required in virtual care and in-person care
 - However, it is important to be prepared to offer virtual care
 - Consider preparing before, during and after the interview
- There are some unique challenges and considerations to virtual care
 - Always have a back-up plan!



Resources

Centre for Faculty Development: [Virtual Care in COVID](#)

OTN: [Professional Development](#) (need to be registered)

Royal College of Physicians and Surgeons: [Virtual Care Guidelines](#)

Northern Ontario School of Medicine: [Supervising Learners in Virtual Care](#)

Canadian Pediatric Society: [Providing Virtual Care in a Pandemic](#)



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The Centre for Faculty Development

Questions?

