



Nomination

Integrating digital health and virtual care

**Amherstburg Family Health Team: Andrew Atkins, Diana Nichol
Using Virtual Care to Improve Patient Access**



Synergizing and utilizing multiple features of our phone system, virtual care platform, and EMR functionality, we were able to increase our same day/next day appointments from 25% to 60% throughout the pandemic. These features have also allowed us to provide 15% more appointments / day. In addition, we increased the number of after-hours access from 15hrs a week to 34hrs a week by creating a physician after-hours access line. With these improvements, we have been able to sustain this accessibility through the different stages of the pandemic and we will be able to continue providing this increase in availability post pandemic.

