



Nomination
Integrating digital health and virtual care
Sunnybrook Academic Family Health Team
A COVID Carol: SAFHT virtual care past, present, and future



Faced with a pandemic, we developed innovative virtual processes to provide quality patient care while reducing the risk of COVID-19 transmission. We rapidly mobilized our entire team to provide effective patient care remotely, regardless of technology aptitude. Existing processes were transformed to virtual in ways not previously considered, including Zoom teaching clinics, EMR-connected COVID-19 screening, and virtual classes. By adapting the technology at our disposal, and engaging staff, we built capacity in our team. We now have an active virtual care framework with flexibility to ramp up or down depending on the pandemic status and patient, community and team needs.

