

Sustaining Virtual Care

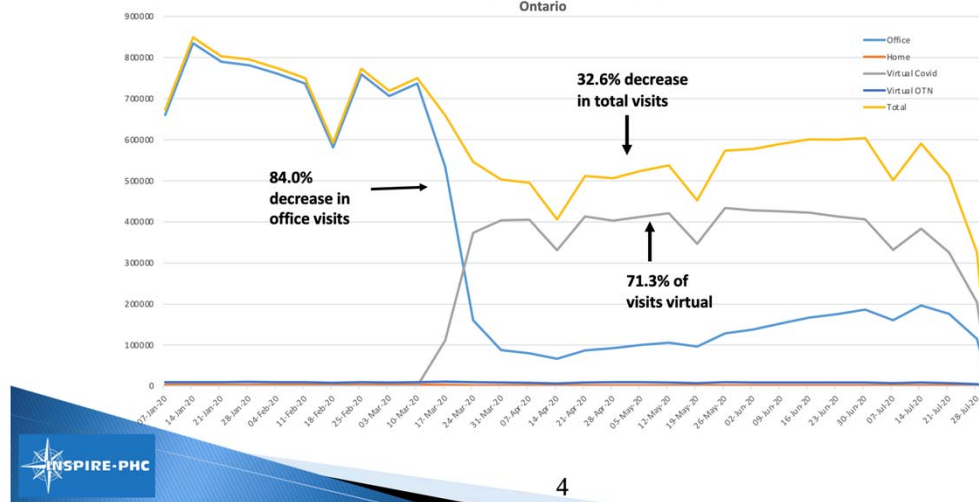
EDWARD M. BROWN, MD | NOVEMBER 11, 2020



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Pre-COVID Jan 1 to March 10, 2020; Post COVID March 11 to July 31, 2020

Weekly Primary Care Visits Jan 1 to July 31, 2020
Ontario



4

1

IN THE FUTURE, AFTER THE COVID-19 PANDEMIC IS RESOLVED, SOME WOULD LIKE TO SEE THE FIRST POINT OF CONTACT WHEN YOU NEED MEDICAL ADVICE FROM A DOCTOR BE VIRTUAL (E.G., PHONE/TEXT/EMAIL/ VIDEOCONFERENCE) RATHER THAN AN IN-PERSON APPOINTMENT.

OTHERS SAY IT IS BETTER TO STAY WITH THE FIRST POINT OF CONTACT BEING AN IN-PERSON EXAMINATION BY A DOCTOR.

WHICH VIEW IS CLOSER TO YOURS?

IN-PERSON

62%

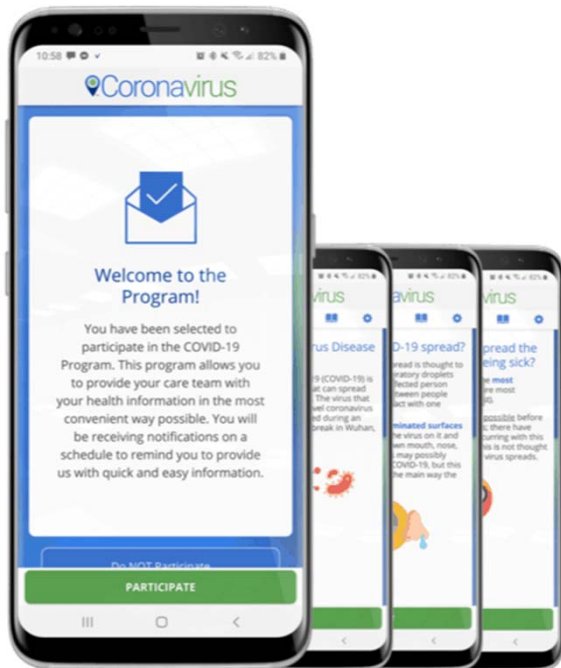
VIRTUAL

38%

IDEAL FIRST CONTACT

ABACUS DATA

2



Ontario Health COVID-19 funded projects

- ☐ Long-term care video
- ☐ Online mental health and addictions
- ☐ Physician secure messaging
- ☐ Remote monitoring
- ☐ Virtual ER
- ☐ Surgical pre- and post-op care
- ☐ Home & community virtual care

3

What is Required to Sustain Virtual Care?

1

Technology

- Point of care integration
- Ease of use
- Privacy and security
- Equity

2

Physician Fee-for-Service Policy

- K-code future
- Telephone
- Parity
- Messaging
- Virtual walk-in

3

Integration

- Misaligned funding models
- Siloed service delivery providers
- Hospital and community divide
- Lack of capacity to change

Are we asking the right question?