

Virtual Care—Lessons learned

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Disclosures

Not gonna lie...

An honorarium was provided for preparation and presentation time associated with this presentation by the Joint IMIT Working Group, a collaborative committee of the South Island and Victoria Divisions of Family Practice.

I have received payment from the following organizations during the past two years:

Victoria Divison of Family Practice	Joint IMIT Working Group
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South Island Div. of Family Practice	Board Member
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Doctors of BC	Doctors Technology Office Representative Assembly member
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GPSC	Info. Sharing Task Group co-chair Leadership Development Mgmt. Pgm. PCCAF Vancouver Island Rep
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Society of General Practitioners	First Fiver Years member Communications Lead
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Canada Health Infoway	Subject Matter Expert
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Health Data Coalition	Board Member
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Island Health	ED (Fast Track) Physician
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UBC	Clinical Faculty Appointment
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Why did I do this?

How did I do this?

How does it work?

What have I learned?

Why did I do this?

Expand
my hours

Improve
my schedule

Walk the dog

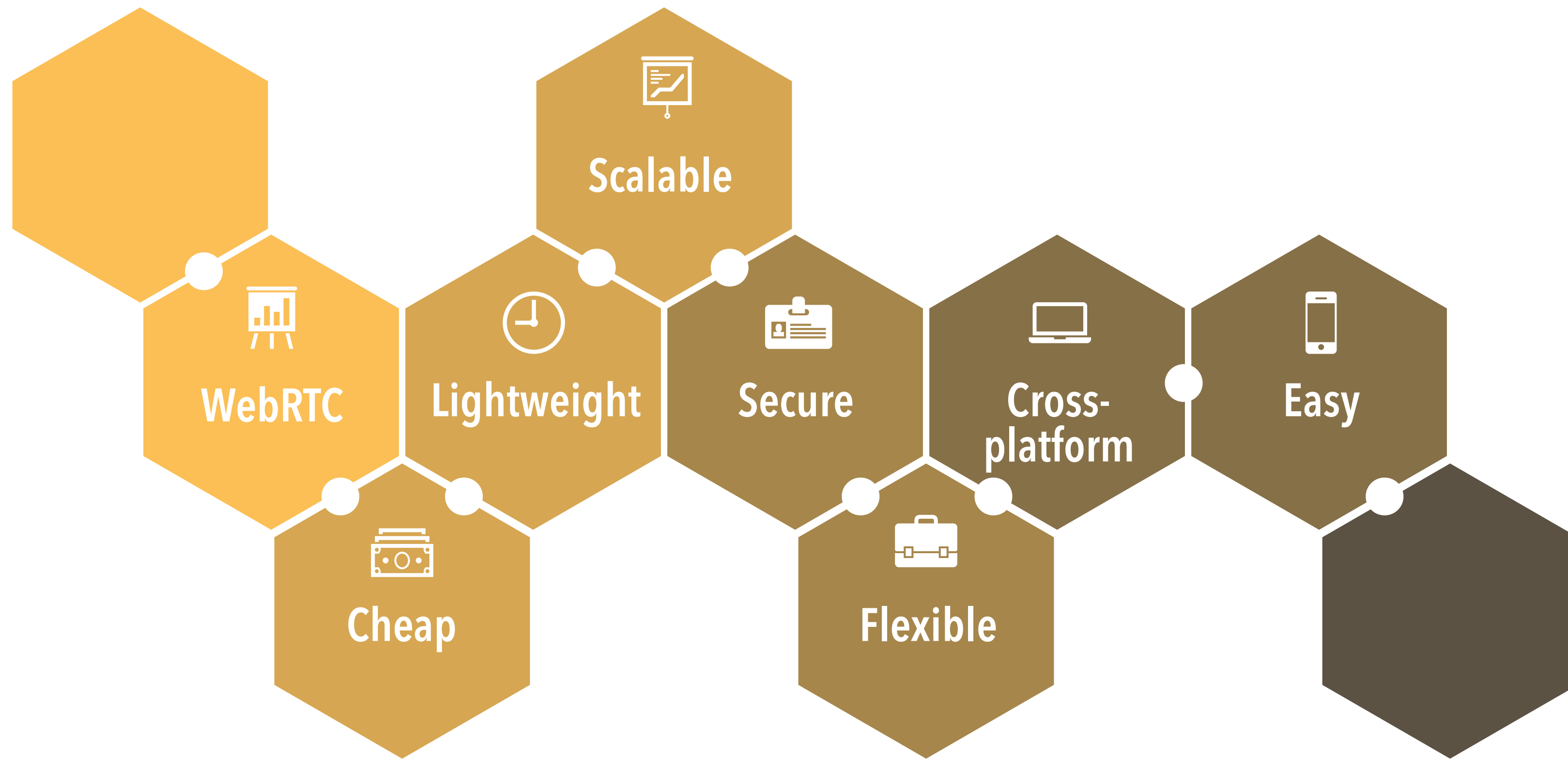
Remove office
distractions

Offer more rapid
access & follow-up

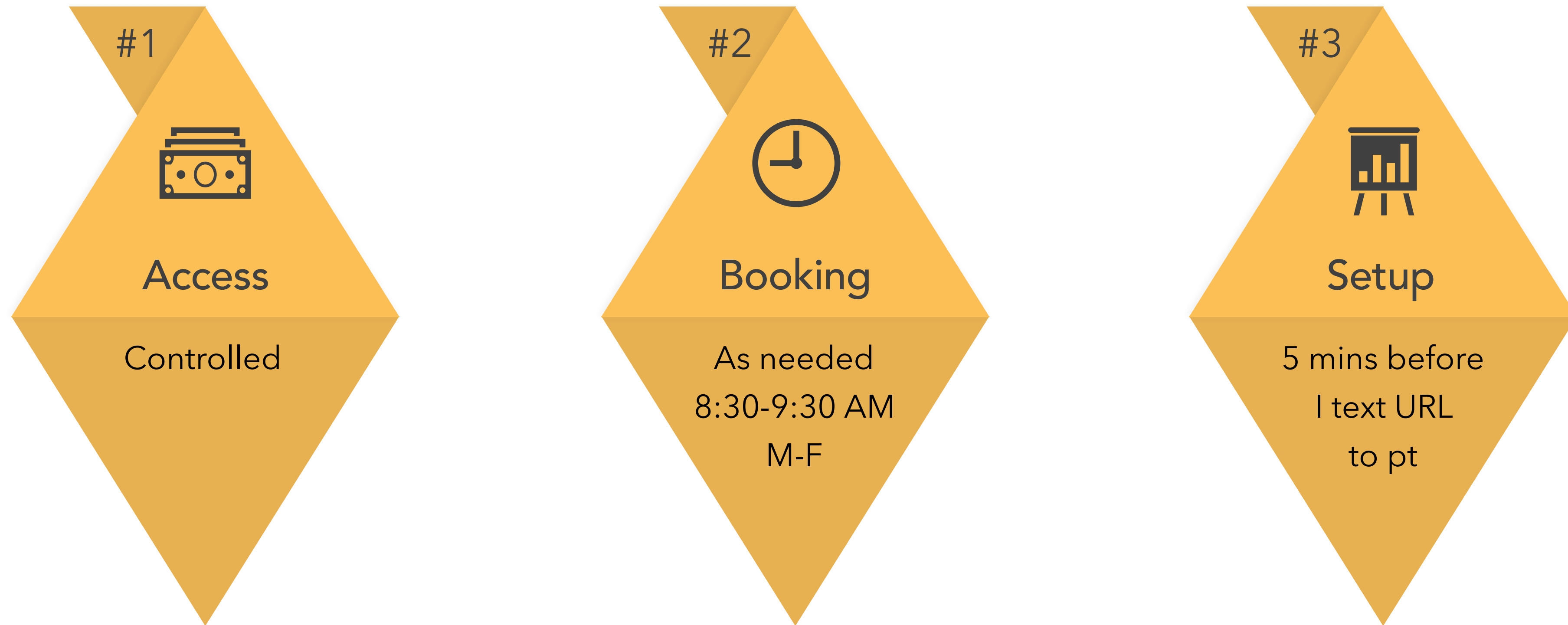
Improve
customer
satisfaction

"fix"
a perversity in
the fee guide

How did I do this?



How does it work?





Demonstration

What I have learned

Notification	Poster in exam rooms
Consent	Verbal or written
Financial	No overhead (in my clinic) An uplift if < 49 yo (currently)
Resistance	None, even from 82 year-olds

Surprises	View into how patients live Ask mom to leave Encounters tend to be shorter Patients are okay to wait in your virtual waiting room
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Verbal consent script

FULL NAME provided verbal consent to having a video appointment after the following were reviewed:

- doxy.me is a provider, located in California.
- the video call uses an encrypted connection between the provider and the patient, meaning data exchanged is encrypted and generally considered to be private.
- no patient information, other than that discussed during the video call, is relayed through doxy.me.
- no patient health information is stored by Doxy.me.
- unless the patient's web browser is set otherwise, Doxy.me does install cookies that could be used by advertisers such as Google. While these won't contain any health information, they could indicate that the patient has used the doxy service.