

OMD Educates

Digital Health and Virtual Care Curriculum

Wednesday, March 24, 2021 | 12:00pm-1:00pm
Virtual Care for all the Tasks of an Office

Presented by Dr. Kevin Samson
Physician Peer Leader



Presenter Disclosure

Presenter: Dr. Kevin Samson

Relationships with commercial interests

eHealth Centre of Excellence – Physician Advisor

Centre for Effective Practice – Physician Advisor

Khure Health – Physician Advisor

University of Toronto – Co-Chair Research Governing Council DAC

OntarioMD – Peer Leader

Disclosure of Commercial Support

Commercial Support for this presentation from OntarioMD

Potential for conflict(s) of interest: None

Mitigating Potential Bias

None

Virtual Care



eCONSULT

Email and Secure Messaging



Email and Secure Messaging





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Secure vs non-secure

Secure is encrypted and requires patients to self-identify

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f/u with patient after a consult received

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- Rash/mole – sends pictures
- Side effects on new medication
- Patient is monitoring BP and it's gone up



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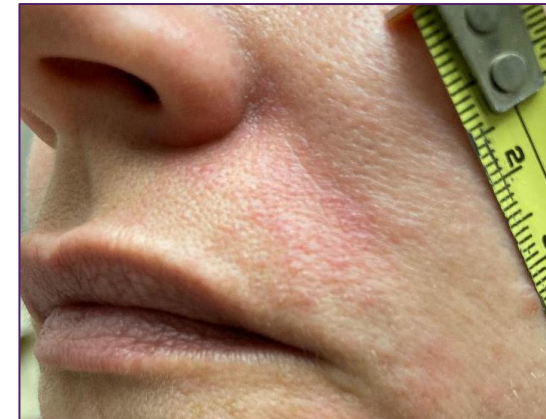
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Attachments

Forms, notes, results, handouts, etc.



Phone and Video Visits



Phone and Video Visits



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Online Booking

The screenshot displays the online booking process. At the top, a progress bar shows five steps: Step 1 (Check-In), Step 2 (Provider), Step 3 (Details), Step 4 (Date), and Step 5 (Confirmation). Step 4 is currently active. Below the progress bar, a date selector shows 'February 8, 2021'. A calendar for February 2021 is displayed, with the 8th of the month highlighted. Below the calendar, the text 'Available time slots:' is followed by a list of times: 9:00 AM, 9:15 AM, 9:30 AM, 9:45 AM, 10:00 AM, 10:15 AM, 10:30 AM, 10:45 AM, 11:00 AM, 11:15 AM, and 11:30 AM. The interface also features a 'What's New ...' section on the left with links for 'ONLINE BOOKING!', 'FLU SEASON...', 'COVID-19 INFORMATION CENTRE', and 'IT'S STILL TICK SEASON'. On the right, there are informational boxes about 'How to cancel an appointment?', 'Email Consent', 'Waiting for a physician?', and 'A FLU SHOT ELSEWHERE?'.

Online Booking

Welcome! How

What's New ...

- ONLINE BOOKING!**
BOOK AN APPOINTMENT FOR A PHONE/VIDEO VISIT - and instructions for video visit. [Click here](#)
- FLU SEASON... questions answered!**
Plus tips to recognize flu symptoms and what to do. [Click here](#)
- COVID-19 INFORMATION CENTRE**
[Click here](#)
- IT'S STILL TICK SEASON**
[Click here for Public Health info.](#)

WORKSHOP
CHECK OUT OUR WORKSHOPS
[Click here](#)

WORRIED?
[Click for ONLINE VISIT](#)

NEW! UPDATE
[Click here](#)

Step 1 Step 2 Step 3 Step 4 Step 5
Check-In Provider Details Date Confirm

February 8, 2021

February 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

Available time slots:

9:00 AM	10:30 AM
9:15 AM	10:45 AM
9:30 AM	11:00 AM
9:45 AM	11:15 AM
10:00 AM	11:30 AM
10:15 AM	

Have you had any of the following symptoms:

discomfort or pain when urinating	No	Yes
urinating frequently	No	Yes
blood or reddish discoloration of the urine	No	Yes
sudden urges to urinate	No	Yes
lower abdominal discomfort	No	Yes
back pain	No	Yes
fever	No	Yes
vaginal itching	No	Yes
discharge from the vagina	No	Yes

How many urinary tract infections have you had in the past year?

Have you taken any antibiotics recently? No Yes

How long have you had these symptoms?

How are your symptoms changing?

[Previous](#) [Next](#)

eForms

Patient Health Questionnaire (PHQ-9)

Over the last two weeks, how often have you been bothered by any of the following symptoms?

1. Little interest or pleasure in doing things
2. Feeling down, depressed, or hopeless
3. Trouble falling or staying asleep, or sleeping too much
4. Feeling tired or having little energy
5. Poor appetite or overeating
6. Feeling bad about yourself - or that you are a failure or have let yourself or your family down
7. Trouble concentrating on things, such as reading the newspaper or watching television
8. Moving or speaking so slowly that other people could have noticed. Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual
9. Thoughts that you would be better off dead, or of hurting yourself in some way


If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

In the past 2 years have you felt depressed or sad most days, even if you felt okay sometimes?


Have you had any thoughts of harming yourself lately?

By four months of age, does your baby...

1. Follow a moving toy or person with eyes?
2. Glance from one object to another?
3. Make some sounds when looking at toys or people?
4. Brighten to sound, especially to people's voices?
5. Respond to you by making sounds and moving arms and legs?
6. Laugh and smile in response to your laughs and smiles?
7. Finish each feeding within 45 minutes?
8. Lift head and chest and support self on forearms when placed on tummy? **



9. Bring both hands to chest and keep head in midline when lying on back?



10. Hold head steady when supported at the chest or waist in a sitting position?
11. Reach for an object when supported in a sitting position? (sitting in an infant chair or on your lap)*
12. Hold an object briefly when placed in hand?

Feb 8, 2021

Online Booking

What type of appointment would you like to book?

Rash

Reason for visit: "**Rash**"

Booked on: Feb 2, 2021

Feb 8, 2021

Rash

Duration: about a week.

Location: face

The rash is **getting worse.**

No suspected cause.

Not interfering with sleep.

Description: Red and itchy

Symptoms: *No fever; no swelling of the face, lips, or tongue; no sore throat; no abdominal pain; no diarrhea; no recent cough or cold*

Has used topical treatments.

No new medication use.

No new soaps or detergents.

Past Medical History: Eczema

No asthma; no allergic rhinitis

Family History: Eczema

No asthma; no allergic rhinitis

Pictures

Sending picture(s).



eConsults

The screenshot displays the eConsults web application interface. At the top, the Otn HUB logo is visible, along with navigation tabs for Directory, Videoconference, eConsult (active), Schedule, and Learn. A sidebar on the left contains a 'Request Consult' button (highlighted with a red box) and a list of request statuses: All Requests, Needs Attention, Waiting for Response, Completed, Cancelled, Drafts, and Reports. The main content area shows a 'Draft Cases' section with a single entry for 'Dr. Kevin Samson | Pr...' and a 'Draft case' button. Below this is a photograph of a patient's face with a measuring tape. To the right, a form for creating a new case is displayed, with the following fields: Requester (Dr. Kevin Samson, Family /General Practice Medicine), *Model (BASE Managed Specialty selected), *Specialty (Dermatology and General dropdown menus, with the entire dropdown area highlighted by a red box), and *Region (Ontario, with a 'View Directory Profile>>' link).

eConsults

The screenshot shows the eConsults interface with the following elements:

- Navigation:** Directory, Videoconference, **eConsult** (active), Schedule, Learn.
- Left Sidebar:** Request Consult (highlighted with a red box), All Requests, Needs Attention, Waiting for Response, Completed, Cancelled, Drafts, Reports.
- Central Panel:** Draft Cases, Dr. Kevin Samson | Pr..., Draft case.
- Form Fields:** Requester: Dr. Kevin Samson, Family /General Practice Medicine; *Model: BASE Managed Specialty, Specific Provider or Group; *Specialty: (highlighted with a red box), (highlighted with a red box); *Region: Ontario, View Directory Profile>>.
- Image:** A close-up photograph of a person's face showing skin conditions, with a yellow measuring tape visible.



eConsults

Sep 14, 2020

OCNC

Secure Ocean message sent by Dr. Samson on Sep 14, 2020 10:25 pm:

I received an excellent consult report from the dermatologist today. She thought this this was a dermatitis with some eczema and recommended that I prescribe a different cream and some pills. I will send a prescription to your pharmacy. Please switch creams and start the pills and let me know in a few weeks how you are doing.



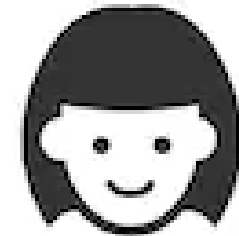
Sep 15, 2020

OCNC

Patient's reply on Sep 15, 2020 7:22 am:

"Thank you Dr. Samson! I will pick up the cream and meds today. I will follow up in a few weeks.

Thanks again for getting on this for me!



Virtual Care → Access



Virtual Care → Access

