



# Virtual Visits

## Hype or Hope?

Anil Maheshwari, MD

 @standupdoctor

# Presenter Disclosure

- **Presenter:** Anil Maheshwari, MD
- **Relationships with commercial interests:**
  - OntarioMD – Peer Leader

# Disclosure of Commercial Support

- **No Commercial Support**
- **Potential for conflict(s) of interest:**
  - Dr. Anil Maheshwari has received a stipend for participation in beta testing of the VirtualCare platform



# What is a Virtual Visit?

A virtual visit can be done through:

- Secure messages
- Telephone calls
- Video conferences



# Our Experience

In our Family Health Team, we have

- >2,800 patients signed up
- >4,500 conducted virtual visits
- mostly through messaging.



# Patient Benefits



- Less time off from work.



- Better documentation.



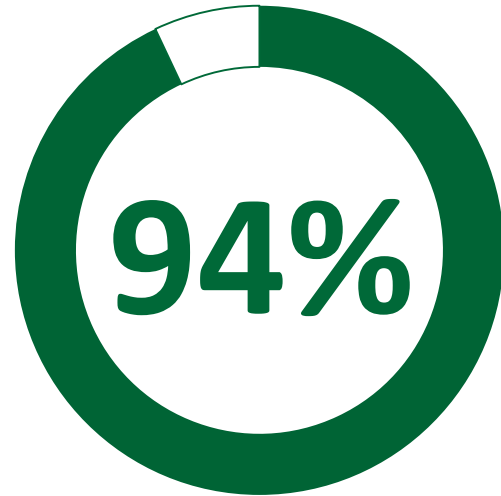
- Easier access, better continuity of care



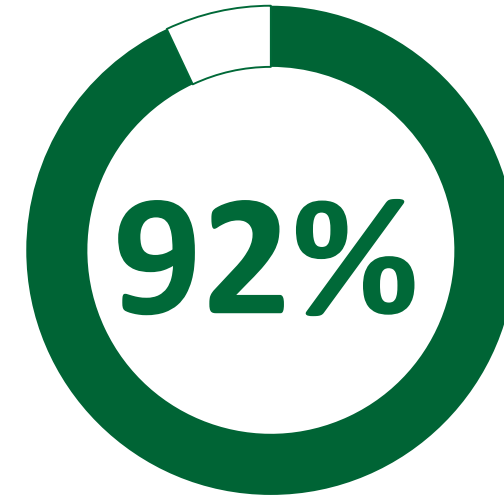
- Better care for family members



## What are **patients** saying?



... of patients indicated that their virtual visit was **better or the same** as an in-person visit



... of patients would **recommend the solution** to friends and family



# System Benefits



Better continuity of care = fewer hospitalizations.



Better continuity of care = lower costs.



Lower burnout for caregivers.





## Physician Benefits



- Reimbursement/Less outside use.



- In secure messaging, documentation is easier.



- Can be done from anywhere.



- In line with government strategy (OHTs).



## Provider Feedback

93%

... indicated that the solution was **easy to use**

79%

... would **recommend the solution** to their colleagues



# What Effect do Virtual Visits Have on Outside Usage, Emergency Room Usage And Availability?



# Outside Usage

Virtual Visits Group

**+8.5%**

Control Group

**-5%**

Net Change

**+13.5%**



# Third Next Available Appointment

## Virtual Visits Group

**Before:**

2.08

**After:**

4.13

## Control Group

**Before:**

2.53

**After:**

4.77

## Net Change

**Neutral**



# Biggest Challenges



- Remuneration



- Workflow



- Integration



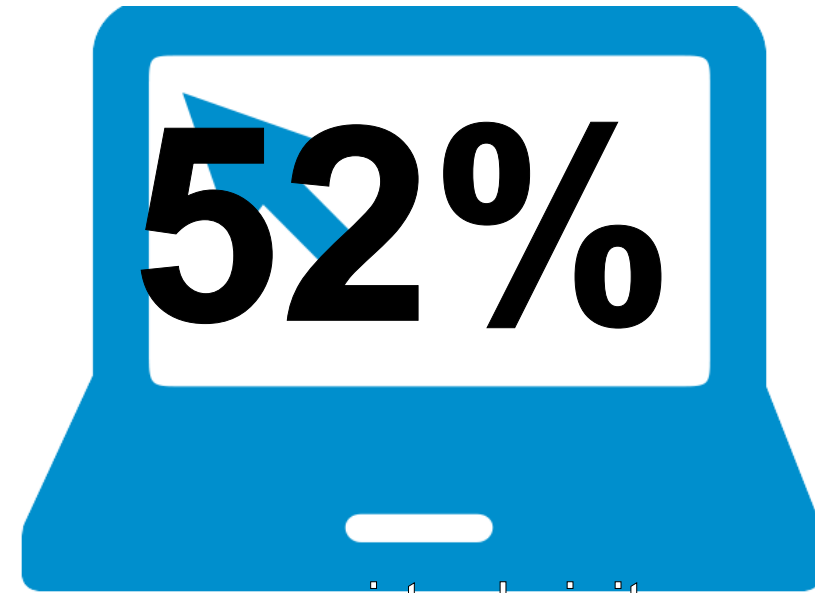
## The Future...

In 2017

Kaiser Permanente patients had over

**100 million**

encounters with physicians



were virtual visits



# Questions?

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