



GETTING PATIENTS BACK TO PRACTICE: NAVIGATING THE NEW NORM

ONLINE WEBINAR, MAY 7, 2020

Presenters: Dr. Krystine Sambor, Dr. Jonathan Hislop, and Dr. Kathy Dabrus

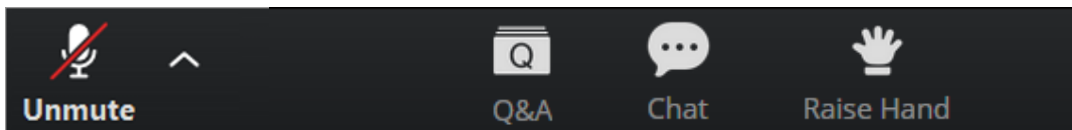
Moderators: Carol Rimmer, Brigitte Mettler, DTO

Housekeeping:

Control Panel:

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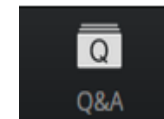
By moving your cursor to the bottom of the screen the control panel will appear. The control panel includes the mute, chat, raise hand and Q&A functions. By default you will be on mute when you join the webinar.



Q&A box and upvoting:

Click on the Q&A box for any comments or questions you have.

By clicking on the thumbs up icon, you can upvote other attendees comments or questions.

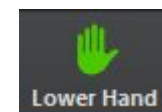
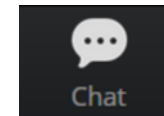


Chat: Please use the chat function for any technical issues only.

Hand raising:

The hand raising feature is found on the middle of the Zoom control panel.

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Need care?

Call your doctor first.
They know you best.

#VirtualCARE

doctors
of bc
Better. Together.

OVERVIEW

- Current Challenges and Opportunities
- Connecting with Patients and Building Communication Strategy
 - Collecting emails
 - Practice announcements
 - Proactive care
- Making your video visits run smoothly
- What can you do with a video visit?
 - Detailed history
 - Power of observation
- Supports Available and Open Discussion



CHALLENGES

- Physician volumes are down
- Physicians and patients are learning new technology
- Why are patients deferring care?
 - Don't want to bother us?
 - Don't know how to connect with us?
 - Confusion about how to access care?
 - Anxious about new technologies?
 - Fear of in person care?
- Practice volumes are down for other reasons
 - Less routine care- e.g. PAPs



OPPORTUNITIES – CONNECTING WITH PATIENTS

- Building your communication strategy
 - Define key messages
 - Practice announcements
 - Be a trusted source of information
- Proactive care
 - CDM and other high risk patients
 - Complex care visits including Advanced Directives
 - Mental health planning visits
 - Immunizations
 - QI projects



STEPS FOR BRINGING PATIENTS BACK TO PRACTICE

- Collect emails and keep them up to date
- Spread the word
 - Broadcasting (SMS, email, automated phone messaging)
 - Clinic website
 - Pathways- virtual care directory
 - Divisions and Doctor of BC are communicating directly with the public
- Communicating with your patients
 - Office updates
e.g. new hours, wait room in your car
 - How to book appointments
 - Send patients meeting invite and resources
 - Ensure patient consent is obtained



Hello everyone,

I wanted to update you further regarding the COVID19 pandemic, provide you some important feedback, and give you a sense of where we need to go from here.

I will begin again with a summary of key points, with the details following.

Summary

- 1- We are now well set up for providing care for you EITHER by video, or telephone (we prefer video, but both are available).
- 2- We ****ARE**** available for you, and if you have a health concern, do NOT keep it to yourself. We want to know, and you should NOT be afraid that you are troubling us, or that we are too busy. Our capacity is good, and we want you to tell us about health issues ****as they come up****.

HOW TO MAKE THE VIDEO VISIT RUN SMOOTHLY

- Your MOA can help!
 - Encourage patients to book video instead of telephone
 - Send a How To Handout
 - Prepare the patients
 - Make sure the patients are in a private location.
 - Sign in early. Do a tech check.
 - Ensure patient is supported if needed (friend or family)
 - Prepare documents to attach
 - Record vitals
 - Complete forms- e.g. PHQ-9



WHAT CAN I DO WITH A VIRTUAL VISIT?

- Think of it like a virtual house call
- Detailed history - picking up on the non verbal cues
 - Triage in person visits to minimize time in the office
 - Mental Health
 - Growth and Development
 - CDM visits - ask patients to prepare home bp, weights, problem lists, med lists
- Chat box
 - Patients can attach documents – problem list, forms, pictures, cut and paste history
 - Send documents to a patient – handouts from favourite folder, prescriptions, requisitions
 - My sticky note e.g. with patient instruction



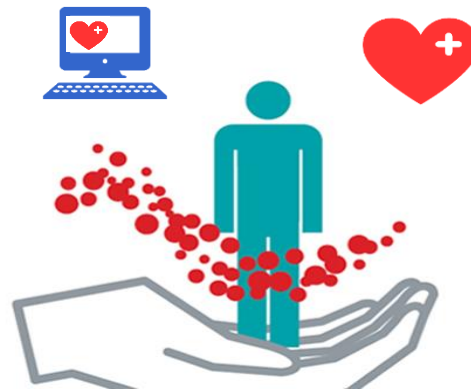
VIRTUAL EXAMINATION

- **The power of observation**
- MSK- inspection, ROM, strength- vs gravity or with a partner
- Palpation – self-examination or with a partner
- Saying Ah - with a flashlight
- Development observations
- Close up pictures for dermatology



WHAT PATIENTS NEED TO HEAR

- We are a trusted source of information.
- We are available to connect virtually.
If patients have a concern, we are just a click or a phone call away.
- If patients need to be seen urgently, clinic will arrange a safe way to see them in person.



SUPPORT AVAILABLE - PSP



Your Time Matters

PSP provides compensation and Mainpro+ credits to doctors and eligible team members* who make practice improvements using PSP's facilitated quality improvement (QI) cycle.

A QI cycle guides practice teams through activities such as:

- In-practice visits with a PSP team member and/or peer mentor.
- Participating in PSP learning opportunities.**
- Using data tools.



COMPENSATION

Family doctors and each eligible practice team member can receive payment for one to 15 hours of participating in QI activities.

CERTIFICATION

Family doctors may earn up to 45 certified Mainpro+ credits (three credits per hour), for one to 15 hours in total for the completion of a facilitated QI cycle.

SUPPORT AVAILABLE - PATHWAYS

Public-facing directory launching soon:

- Gathers information which physicians are offering virtual visits
- Indicates which virtual care platform the doctor is using
- Provides login information and how to prepare for the first virtual visit
- Doctors can edit their profile and indicate if they would be will to take new patients



SUPPORT AVAILABLE – DTO

- Direct support
 - Virtual Care Peer Support Program
 - Physician Drop in Support Sessions
 - DTO Support Team
- Recorded sessions and resources - [DTO website](#)
 - [Physician Quick Start](#), [MOA Quick Start](#) sessions
 - [Virtual Care Toolkit for Physicians](#)
 - [eFax Guide for Physicians](#)
 - Resources shareable with patients
- Online tool-specific tutorials - [DTO YouTube Channel](#)
 - [Doxy.Me Training](#)
 - [Zoom for Healthcare](#)

THANK YOU

Speakers: Dr. Krystine Sambor, Dr. Jonathan Hislop, and Dr. Kathy Dabrus

Moderators: Carol Rimmer, Brigitte Mettler

QUESTIONS AND DISCUSSION

Doctors Technology Office (DTO) is here to support you, please reach out with additional virtual care questions to:

☎ 604 638 5841

✉ DTOinfo@doctorsofbc.ca

🌐 www.doctorsofbc.ca/doctors-technology-office