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# Virtual Health

## Update

May 4, 2020

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# Alignment



# Role of Technology



Telephone



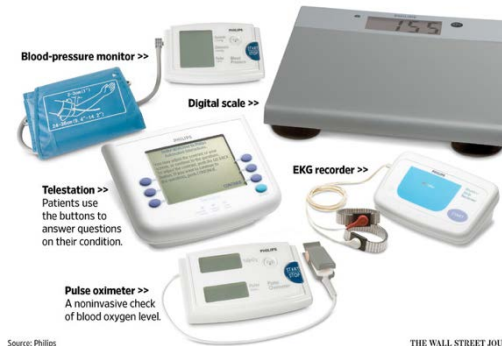
Video

Increasing complexity



## Long Reach

Wireless devices for remote patient monitoring



Source: Philips

THE WALL STREET JOURNAL

Remote patient monitoring

# Prior to COVID-19



**Traditional Videoconferencing**  
• 1600+ End Points/Sites in AB



Provider



49K Encounters  
(‘17-’18)



Patient @  
Telehealth  
Site



Skype For Business



Provider



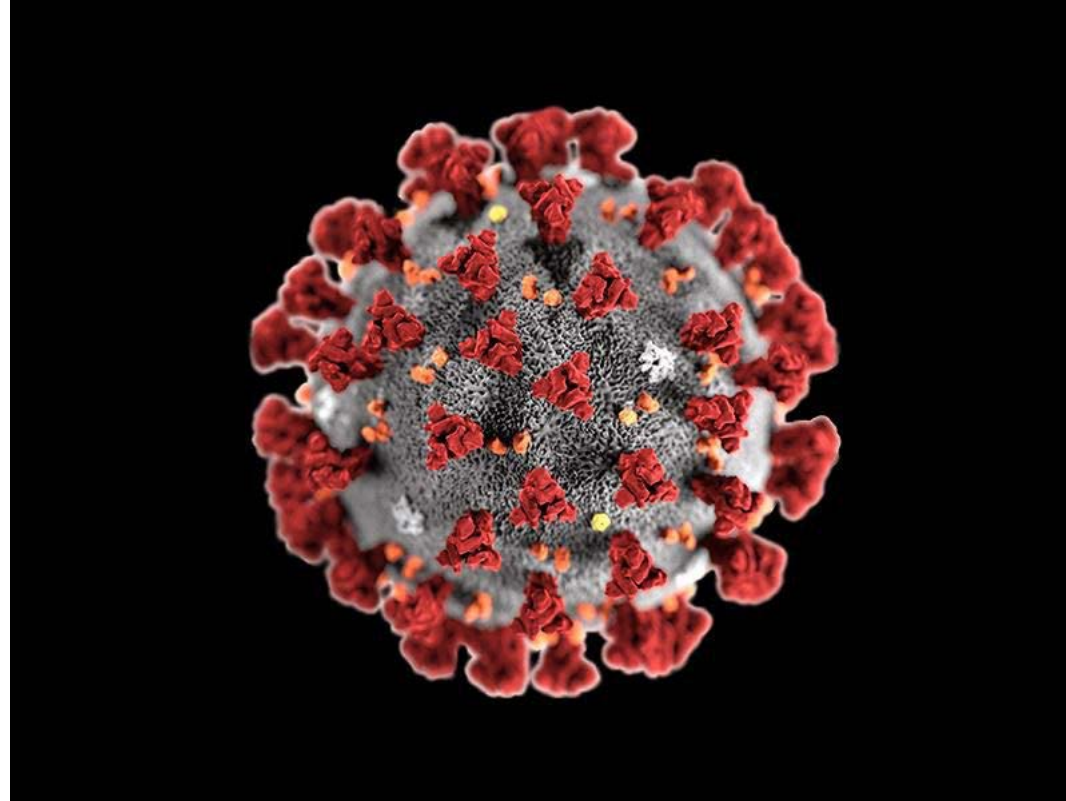
Piloting



Patient @ Home

Technology was not ideal for connecting with patients directly in their homes.

# COVID - 19





[albertahealthservices.zoom.us](https://albertahealthservices.zoom.us)



## Video Conferencing

Join

Connect to a meeting in progress

Host

Start a meeting

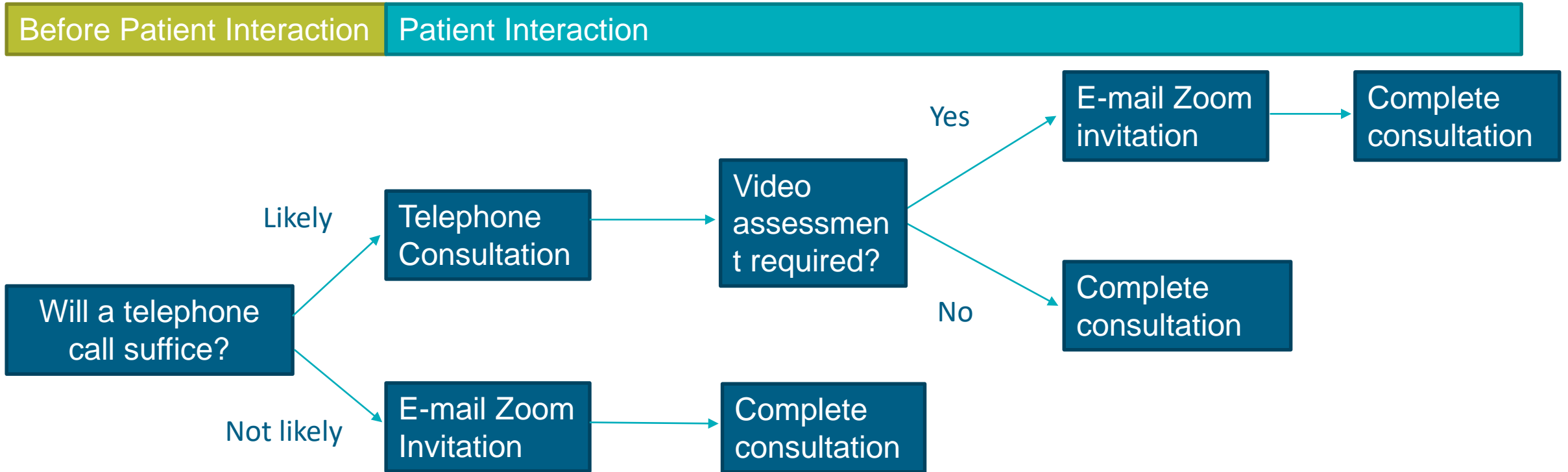
Sign in

Configure your account

Made with [Zoom](#)

# Virtual Care Algorithm For Video Visits

## Single Provider to Patient Consultations



Note: Group (3 or more) video conferences are limited to 40 minutes

# Experience Thus Far

- Phone alone is adequate in
  - Cardiology 95%
  - Psychiatry 70-90%
    - 50% telepsychiatry converted to Zoom in Central Zone
- Workflow of self-scheduling
- Basic vs. advance accounts
- Clinical teaching



# Virtual Health

- AHS TV Services
- Digital Media Services
- End User Experience
- Implementation & Quality
- Microsoft Skype for Business
- Scheduling a Telehealth Event
- Telehealth Resources
- Unified Communications Services
- Virtual Health**
- Zoom Advanced Account Request Form – Clinical Care
- Contact Information

## Quality Virtual Care – Anytime, Anywhere

### Virtual Health Tools during COVID-19

AHS Virtual Health is offering Zoom video conferencing to support virtual care encounters between clinicians and with patients, including those who are either in self-isolation, unable to attend an AHS clinic or are located in rural and remote areas.

This easy-to-use platform is accessible on most computers and mobile devices. The addition of Zoom to AHS Virtual Health's current tools extends access to patient homes, rather than being limited to AHS facilities.

Zoom will support virtual care interactions between patients and health care professionals in a range of clinical areas. Its benefits include:

- Increased access to physician and other health care professionals;
- Increased visual information and assistance developing the therapeutic relationship between clinician and patient, and;
- Minimized exposure risk to clinicians and patients.

### Learn How to Effectively Use Zoom for Patient Care

Beginning April 28th AHS Virtual Health is hosting Zoom webinar sessions and office hours. AHS staff and physicians can join knowledgeable facilitators twice a week while they guide you through multiple Zoom topics and answer any questions you may have.

- [Sessions every Tuesday and Thursday 12 p.m. - 1p.m.](#)

### Virtual Care Solutions

#### Zoom Resources

- [Zoom Algorithm](#)
  - Use this algorithm to help you determine if you need video.
- [Zoom Support Kit for AHS Clinicians](#)
  - Get started on using Zoom and ensure your virtual care interactions are of high clinical quality.
- Clinical Workflows
  - [Clinician to Patient Workflow](#)
  - [Admin Schedules for Clinician – Host Workflow](#)

### Quick Reference

#### Zoom

- [Admin Schedules for Clinician – Host Workflow](#)
- [Advanced Account Provision – Clinical Care](#)
- [Advanced License Request Form – Clinical Care](#)
- [Clinician-to-Patient Workflow](#)
- [Information for Operations](#)
- [Patient Support Document](#)
- [Schedule/Join a Zoom Meeting](#)
- [Support Kit for AHS Clinicians](#)

#### Telehealth

- [AHS Telehealth Map](#)
- [IT Customer Service Portal](#)
- [Resources](#)
- [Telehealth Training Portal](#)
- [Videoconference Request Form](#)

#### Skype

- [Join an Online Skype for Business Meeting without Skype for Business](#)

Request Skype for Business at [skypeforbusiness@ahs.ca](mailto:skypeforbusiness@ahs.ca)

# Virtual Health Office Hours

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Date	Topic
April 28	Zoom for Beginners
April 30	Scheduling Clinical Virtual Appointments
May 5	Patient Tools and Privacy
May 7	Open Office Hours - We are ready to answer your questions!
May 12	Zoom on Visitation iPads
May 14	Making the Most of Basic Account
May 19	Zoom Integration With Connect Care
May 21	Open Office Hours - We are ready to answer your questions!
May 26	Group Sessions - Multidisciplinary Teams
May 28	Zoom ASAP – Ad-hoc, Instant, and Hyper Acute Scenarios
June 2	Physician Practice in Virtual Care

Click on session to register!

Zoom for Beginners link:  
<https://albertahealthservices.zoom.us/j/68rQPE-WRaaqRDdrtXqVtQ>



## Virtual Care

Virtual care is about all the ways healthcare providers can interact with patients when separated by time or space. "Secure Clinical Communications" refers to remote communications that are asynchronous, whereas "Virtual Care" implies real-time interaction. Either can leverage one or more of text (instant messaging), audio (telephony) or video (video conferencing). "Virtual Health Services" is a broader term that includes considerations of scheduling, queuing, documenting and reporting virtual interactions.

This section relates to Virtual Care (VC) interactions between patients and caregivers.

### Constraints

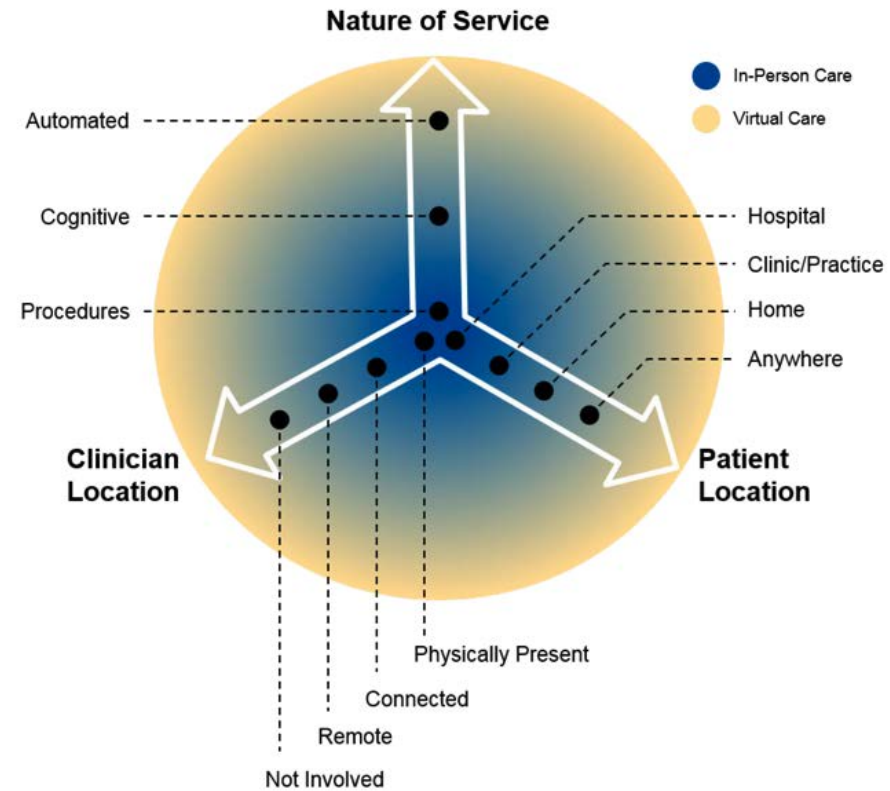
Patients expect communications with physicians to be private, protected and privileged. This expectation is protected by legislation, professional standards and organizational (AHS) policy. Assurance is usually provided by a Privacy Impact Assessment (PIA) specific to the communication technology and clinical context. This examines whether communication technologies are securely attached to individuals, encrypted, appropriately consented, tracked and documented.

Before any messaging, telephony or video technology is used for Virtual Care, appropriate security and privacy protections must be in place. Examples of communication technologies currently approved in Alberta Health Services (AHS) for clinical use include:

- [AHS Secure Email](#)
- [Connect Care Secure Chat](#)
- [Connect Care Patient Messages](#)
- [AHS Virtual Health Services](#), including conventional telehealth suites, [Skype for Business](#), RealPresence and [AHS Zoom](#).

AHS integrates [Zoom](#) technology with Connect Care. This enables e-visits, e-consults, video-visits, and other virtual services that take advantage of the enterprise scheduling, decision-supports, documentation and reporting capabilities of a full clinical information system (CIS). The AHS enterprise instance of Zoom also supports VC outside of Connect Care. It works well inside and outside of AHS networks.

# Considerations



Source: Gartner (October 2015)

# Beyond COVID

