

# QHR TECHNOLOGIES CASE STUDY

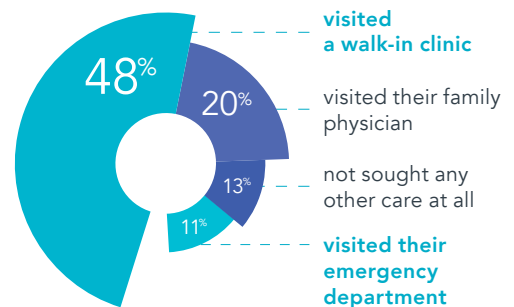
A Time and Place for Virtual Care:  
Here and Now

## IMPROVING PATIENT ACCESS

Not every medical concern requires an office visit. Providers now have a secure way to engage with patients through video visits, patient messaging, file and photo sharing, and online booking. This powerful tool gives Providers flexibility and helps prevent unnecessary visits to emergency or walk-in clinics.

Medeo is connecting patients with their Providers conveniently and effectively. With many barriers to traditional care such as geography, wait-times, and patient mobility, Medeo gives Canadian patients the ability to log-in and visit their regular Provider from the comfort of their home. Virtual visits are freeing up waiting room seats for those requiring physical assessments and making visits accessible for those requiring urgent care, potentially reducing the cost of care in the long term.

**In a survey of Medeo patients, Canada Infoway found that if not for their virtual visit, patients would have otherwise:**



**Between April 17 and May 1, 2015 Canada Infoway recorded survey results for 399 Medeo patients. The results indicated that:**

**57%**

Avoided an in-person visit with a doctor of their regular place of care because of the online visit

**98%** Saved travel time

**87%** Avoided a work absence

**39%** Saved making caregiving arrangements

Leaver, C. (2016). Virtual visits in British Columbia: 2015 Patient Survey and Physician Interview Study [Webinar]. Retrieved from <https://www.infoway-inforoute.ca/en/component/edocman/webinars-en/3104-understanding-virtual-visits-in-british-columbia-patient-and-physician-perspectives-webinar>

“Not all of us need detailed physical assessments. We need quick feedback to many everyday health concerns. So happy to not be in a walk-in clinic for hours! I’m a nurse, you have my support.”

NURSE AND MEDEO PATIENT, VANCOUVER BC

# EMPOWERING PHYSICIANS

Published in the BC Medical Journal, a study of 72 ambulatory breast cancer surgeries was conducted to find out if the use of a virtual care platform could reduce unscheduled post-operative care. Ambulatory breast cancer surgeries sometimes have complications which can lead to unscheduled care at walk-in clinics or hospital emergency departments. Clinic details and outcomes were compared for two groups of surgeries: 37 patients received traditional in-person follow-ups, and 35 patients received electronic wound monitoring (e-monitoring) follow-ups.

Patients in the e-monitoring group were able to recover in the comfort of their own home and securely communicate with their surgeon via a secure smart phone application (Medeo Virtual Care). Patients shared images of their wound postoperatively and communicated their recovery progress to their surgeon. For those monitored by traditional in-person follow-up,

**22% of patients** required readmission to the hospital, an unscheduled visit to the emergency room or walk-in clinic, or both. **Compared to just 3% of e-monitoring patients.**

When patients and Providers have the power to connect; office and emergency visits can be saved for those in need, and treatment can be given at the first sign of concern.

Providers now have the power to follow-up with their patients conveniently and quickly through Medeo virtual care. Medeo is the platform that keeps simple questions out of the clinic or ER, and inside the application. Physicians can effectively monitor the patients wound healing and catch the first signs of complications.

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Hamish Hwang, MD, FRCSC. Electronic wound monitoring after ambulatory breast cancer surgery: Improving patient care and satisfaction using a smart phone app. BCMJ, Vol. 58, No. 8, October, 2016, page(s) 448-453 — Articles.

**The results showed that electronic wound monitoring was associated with less unscheduled care, a high degree of patient satisfaction and a likely reduction in cost to the health care system.**

## COMMON USE CASES

- ✓ REMOTE PATIENT CONSULTS
- ✓ QUICK PATIENT FOLLOW-UPS
- ✓ LAB RESULTS REVIEWS
- ✓ CHRONIC CARE FOLLOW UPS
- ✓ POST-OP CONSULTATIONS
- ✓ TREATMENT MONITORING WITH PHOTO SHARING
- ✓ MENTAL HEALTH COUNSELLING
- ✓ PRESCRIPTION RENEWALS
- ✓ SHARE DOCUMENTS SECURELY

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HEALTHCARE PROVIDERS ARE DISCOVERING THAT MEDEO VIRTUAL CARE SUPPORTS A WHOLE NEW LEVEL OF CONNECTIVITY WITH PATIENTS. PATIENTS RECEIVE TIMELY AND CONVENIENT ACCESS TO CARE, AND PROVIDERS SAVE TIME WITH MORE EFFICIENT FOLLOW-UPS.

Medeo empowers Providers with the ability to efficiently follow-up with their patients, while providing patients with greater access to timely care. Medeo is the virtual care platform connecting Canadian Healthcare. When an in-office visit isn't necessary, trust the tool that is built to keep simple cases within the application and out of the waiting room.