Getting Started with VirtualCare™

ABOUT

What is VirtualCare?

VirtualCare is a secure platform that allows residents to access support from their existing providers through virtual visits, improving resident and clinical staff safety and reducing delays and potential spread of COVID-19.

How will it help your home?

VirtualCare has been designed to support your home's ability to provide continuity of care for residents by ensuring they can continue to be seen by their healthcare provider and avoid unnecessary transfers to the emergency department where possible.

GOING LIVE WITH VIRTUALCARE

Roles & Responsibilities at your Home

The table below outlines the roles & responsibilities recommended for your home to effectively go live.
NOTE: More than one role may apply to a single individual at your home.

Role	Responsibilities	Suggested Home Roles
Executive Lead	Ensures alignment of the implementation to your home's strategic priorities and internal policies.	- Executive Director - Director of Care (DOC)
Project Lead	The primary point of contact with TRC - ensures timelines to go live are met from your home's end.	- DOC - Assistant DOC -Associate DOC
Technical Lead	Ensures that your home is set up with all technical requirements required to enable staff and providers to successfully conduct virtual visits.	- This role may be assigned to the individual(s) who are currently managing your home's technical setup and infrastructure
Clinical Champion	Primary internal point of contact for home staff and physicians - super user of VirtualCare who acts as a first line of support for users.	- Resident Care Coordinator - Lead RN - Medical Director

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RECOMMENDED USER TYPES

Who is VirtualCare for?

VirtualCare has been designed to flexibly meet the needs of the following healthcare providers (not an exhaustive list):

Physicians

Dietitians

Wound Care Specialists

Occupational Therapists

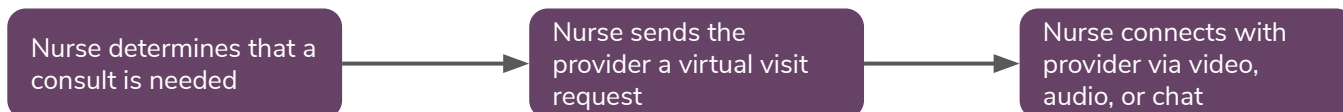Nurse Practitioners

Physiotherapists
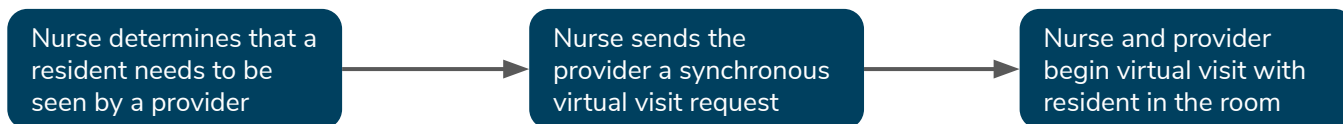
Social Workers

COMMON WORKFLOW EXAMPLES

1) LTC Home consulting with a healthcare provider

VirtualCare can be used by the nursing staff at your home to connect with a healthcare provider supporting your home via video, audio, or chat messaging to discuss a resident's care.

Nurse determines that a consult is needed	→	Nurse sends the provider a virtual visit request	→	Nurse connects with provider via video, audio, or chat

2) Connecting residents to a healthcare provider

If required, a video and/or audio call can be set up using VirtualCare where the resident can also be present to be seen to by the provider.

Nurse determines that a resident needs to be seen by a provider	→	Nurse sends the provider a synchronous virtual visit request	→	Nurse and provider begin virtual visit with resident in the room

3) Sending non-urgent requests to the provider

VirtualCare enables your home to quickly and easily flag non-urgent requests (i.e. new prescription order needed for a resident) to the provider without the need to have to contact them directly via phone.

Nurse has a few non-urgent requests that need to be seen to by the provider	→	Nurse sends the provider a virtual visit request to chat via messaging	→	Provider responds to and/or resolves the request directly in the visit without the need for a scheduled call