



VIRTUAL VISITS SUPPORT FOR COVID-19

The eHealth Centre of Excellence is committed to supporting healthcare providers and organizations in their battle against COVID-19 through the provision of digital health tools, including **Virtual Visits**.

Who can be seen for a virtual visit related to COVID-19?

- **Patients in self-isolation:** Providers can safely and efficiently connect with patients in self-isolation for COVID-19 for ongoing management and support, without risking exposure.
- **Patients at high-risk:** When appropriate, patients who have serious chronic medical conditions can be seen virtually, decreasing their risk of exposure to potentially infected individuals while in the clinic setting.
- **Patients who are worried but well:** Patients who are asymptomatic and have screened negative but continue to have concerns about their health may be supported virtually, without needing to make an in-person appointment.
- **Almost all patients!** Many patients can have their health needs assessed by virtual means so that they can maintain physical distancing.

[OTN Invite \(eVisit\)](#) and [Think Research's VirtualCare platform](#) are two virtual care solutions that enable secure and efficient communication between patients and their primary care providers remotely.

Which virtual care solution is right for you and your practice?

	OTN Invite (eVisit)	Think Research's VirtualCare
Overview	Also called 'Direct-to-Patient Video Visit', eVisit allows for both 'on-demand' and 'scheduled' appointments	Available through the OTN 'eVisit Primary Care' program; patients can initiate a request to their own primary care provider
Available Modalities	Provider-initiated videoconferencing only (administrative staff can also initiate on behalf of the provider)	Both providers and patients can initiate a visit through secure messaging, video and audio
Platform/Technology	Web and app-based technology available to providers registered for the OTNhub	Web and app-based technology provided by Think Research
Patient registration	Not required – email links sent as invitations to join the video visit	Required – through self-registration or invitation from clinic
Billing	Bill the Ministry's Virtual Care Program* <i>tracking fee code B203A (\$0.00)</i>	Bill through solution via program billing codes and guidelines (secure messaging remunerated)
Practice/ Appointment Type	eVisit can be used by primary care, specialists, nursing, pharmacy and other allied health professionals; provider-to-provider connection enabled	Primary care visits, most commonly with physician or nurse practitioner
Cost	The eVisit platform is free to use if 50% of the practice's funding comes from the Ministry of Health and Long-Term Care	One-year license provided at no cost

* Please reference the Virtual Care Billing Information manual for billing information: <https://support.otn.ca/sites/default/files/virtual-care-billing-information-manual.pdf>



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How can the eHealth Centre of Excellence can support you?

Our team at the eHealth Centre of Excellence is available to assist healthcare providers with onboarding, training and implementation for eVisit and/or the VirtualCare platform at no cost.

Since our virtual visits program launched in May 2018 in Waterloo Wellington, there have been over 20,000 virtual appointments in the region. While especially valuable during this period of necessary physical distancing, there will be many benefits to making virtual care a routine part of your everyday workflow beyond COVID-19. These benefits include:

- Reduced avoidable in-person visits
- Decreased use of walk-in clinics and emergency departments
- Enrolled physicians are remunerated for virtual visits
- Improved patient satisfaction – more convenient
- Care is more equitable

Please reach out to VirtualVisits@ehealthce.ca to get started!

A few tips about ONE ID access:

If you would like to use eVisit, you will need a ONE ID account to log onto the OTNHub. If you are a physician and you are certain that you do not yet have a ONE ID account, please go to the [CPSO site](#). They will be able to grant you access to ONE ID much faster – you'll just need your CPSO number and password.

If you are trying to sign up for ONE ID and are experiencing a delay, or your account is locked due to a previous association with another organization, please [contact us](#) and we will expedite the process.

What should you do if either platform is experiencing network challenges?

Due to an increasingly high volume of healthcare providers using virtual care solutions, there may be some intermittent network challenges.

If you are having trouble using the platform of your choice, you may consider using alternate methods. OntarioMD has a [resource page](#) dedicated to various virtual visit solutions that can also be used. Please don't hesitate to [contact us](#) if you require further support.

For more information about the eHealth Centre of Excellence, please visit www.ehealthce.ca.