

Virtual Urgent Care

Episodic Access to Virtual Care

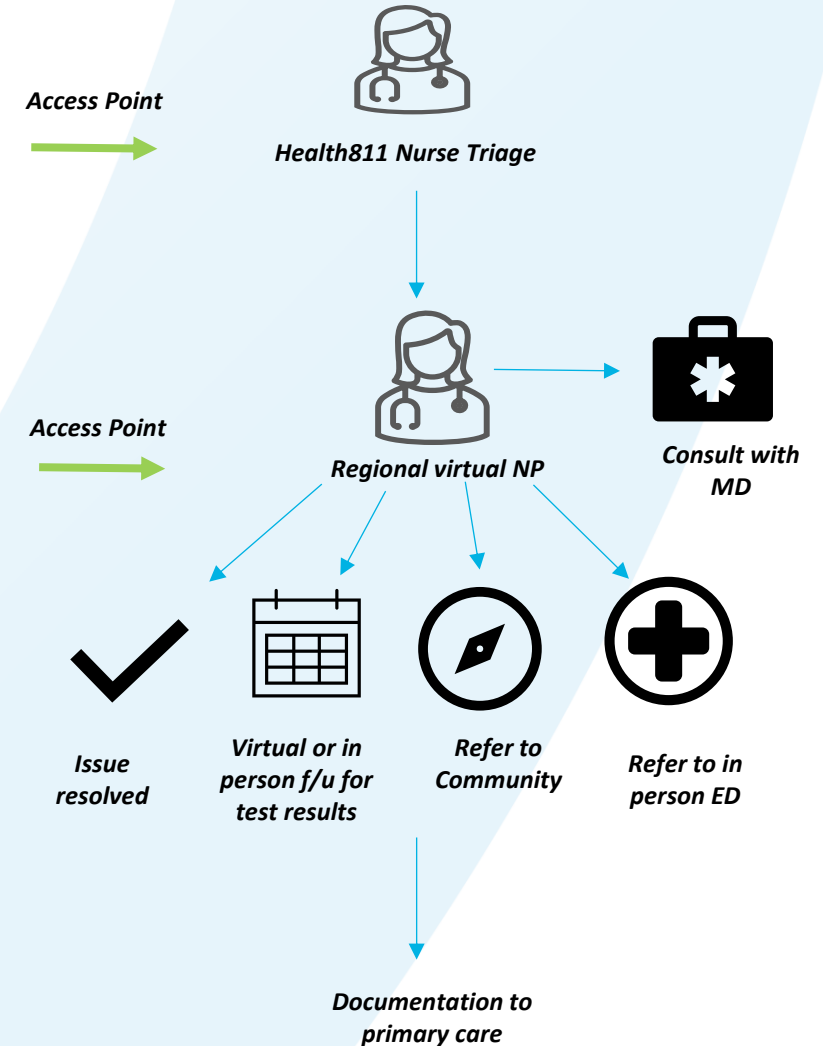
Last Update: November 8, 2024

Audience: Ontario Health Teams and Primary Care Leads

Virtual Urgent Care (VUC) in OH West

VUC is a program that provides virtual, same day/ next day, appointment with a Nurse Practitioner (NP).

- This program supports children, care is provided by the Children's Hospital at London Health Sciences Centre (LHSC), and adults, care is provided by St. Joseph's Healthcare Hamilton (SJHH), who need timely access to non-emergent care that is appropriate for a virtual visit.
- Documentation from the visit will be provided to the patient's primary care provider, if there is one.
- Diagnostic and laboratory tests may be ordered, treatments may be prescribed, and referrals may be made.
- One-time virtual follow-up may be completed, and care escalated, if necessary.
- There is no negation to primary care physicians when this service is used.



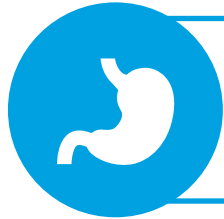
Who May Be Seen By VUC

There is a role for VUC in providing timely access to safe, high-quality care and avoid unnecessary visits to the emergency room, particularly for those who do not have a Primary Care Provider (PCP) or are unable to access care from their provider.

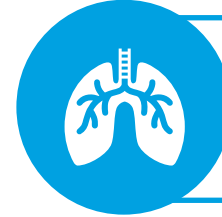
- Primary care offices can direct patients to book with VUC when their offices are closed, or if timely appointments are not available.
- This service is not intended for chronic issues requiring extensive follow-up or complex care.
- Pediatric Hub: Care for children, up to 17 years of age. Available Monday to Friday.
- Adult Hub: Patients must be over the age of 18, have a valid Ontario health card and not live in a long-term care setting (nursing home). Available seven days per week.

The VUC model serves to bridge gaps in health care access, promote health equity, and ensure that patients receive timely and appropriate care.

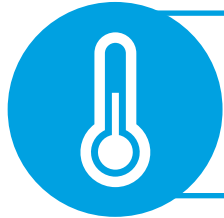
Top Reasons For Pediatric VUC Visits



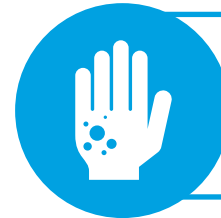
Abdominal Pain



Query Croup



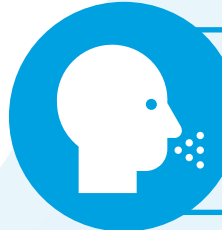
Fever



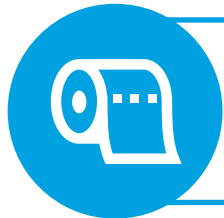
Rash



Cough / Barky Cough



Sore Throat



Constipation / Diarrhea



Unwell



Head Injury

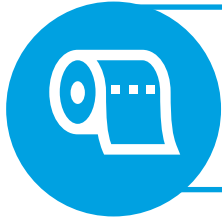


Vomiting

Top Reasons For Adults VUC Visits



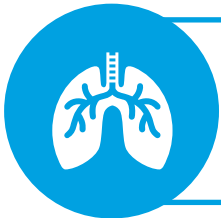
Sinusitis



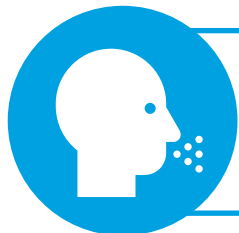
Urinary Tract Infection



Rash



Upper Respiratory Tract Infection



Sore Throat

Getting an Appointment

How to Access

UrgentCareOntario.ca

- Patients can book an appointment through www.urgentcareontario.ca
- Call 1-844-CARE-844 (1-844-227-3844) and an appointment can be made for you

Call 811 (TTY 1-866-797-0007)

- <https://health811.ontario.ca/static/guest/contact-us>
- After triage, Health811 may refer the patient to make their own appointment through www.urgentcareontario.ca

What You Need

Smart Device with a Camera

- Computer/Laptop with a webcam and microphone
- Smart Phone or Tablet

Internet Connection

- A stable connection capable of maintaining video

Email Address

- To receive the appointment link

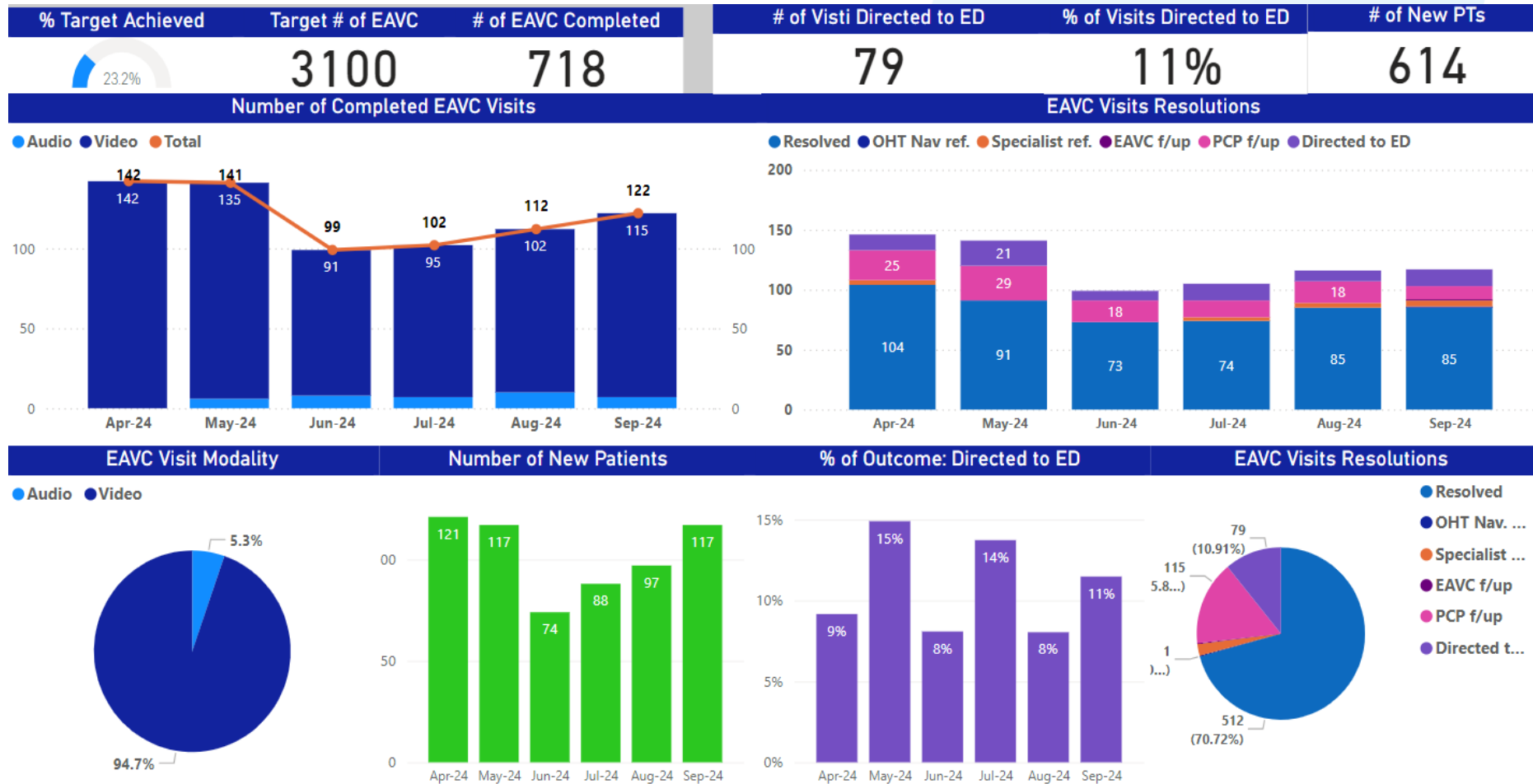


Tip: Patients should find a setting that provides an appropriate level of privacy.

Current West Region Pediatric VUC Visit Data

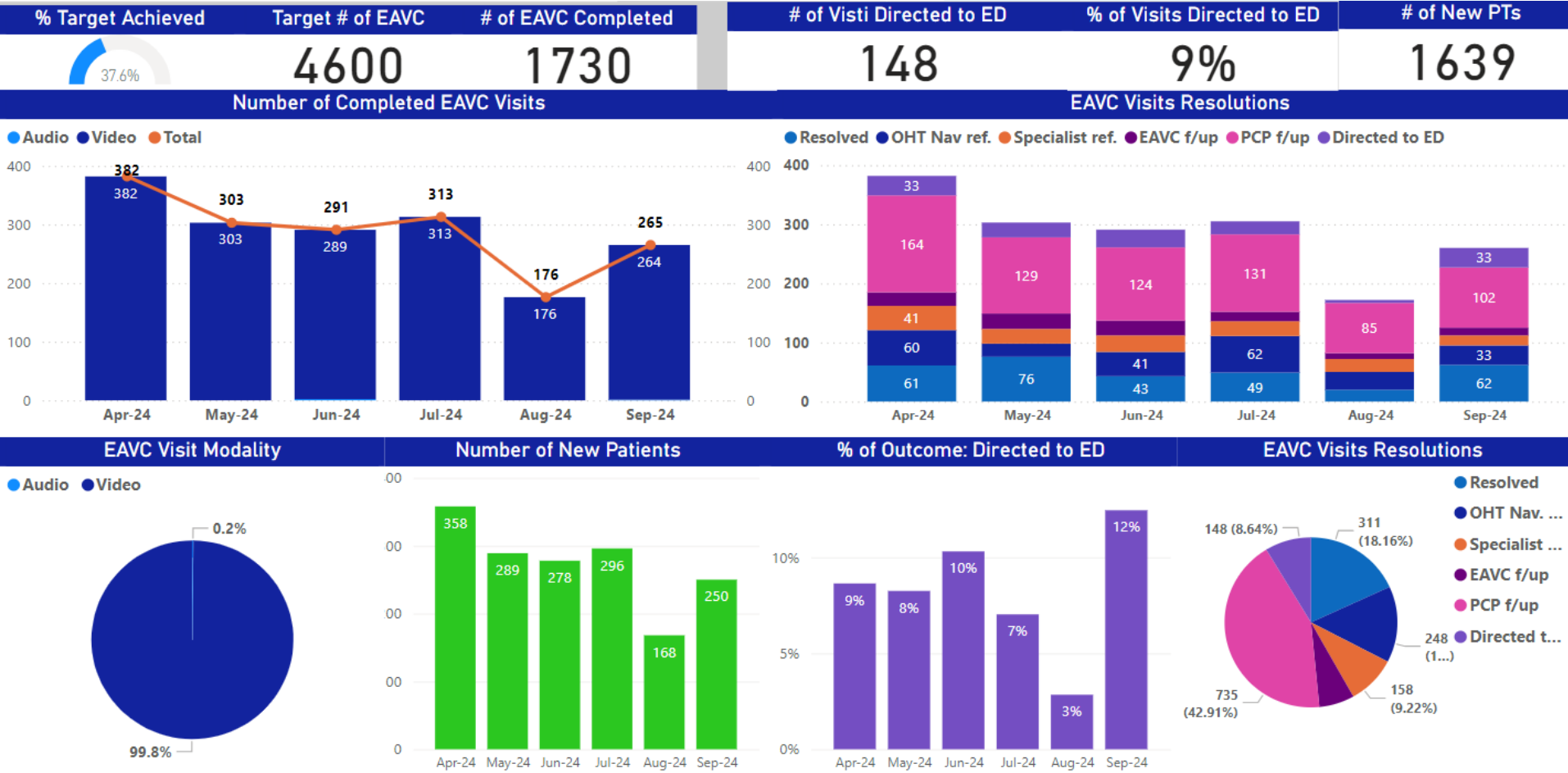
- 30 Appointments available per day.
- Currently operating at 30% capacity.
- 70% unused or available capacity.
 - 22 visits/day * 5 days = 110 visits/week

- Visit data:
 - 76% Resolved
 - 9% are directed to ED
 - 15% require follow up



Current West Region Adult Visit VUC Data

- 21 Appointments available per day.
- Currently operating at 58% capacity.
- 42% unused or available capacity.
 - 9 visits/day* 7 days = 63 visits/week



- Visit data:
 - 18% Resolved
 - 10% are directed to ED
 - 8% VUC follow up
 - 64% require additional follow up

This program is intended for episodic issues, but due to large unattachment rates, the Adult Hub sees patients with complex needs and facilitates follow-up referrals

Aim: Use available Capacity, Areas of Focus

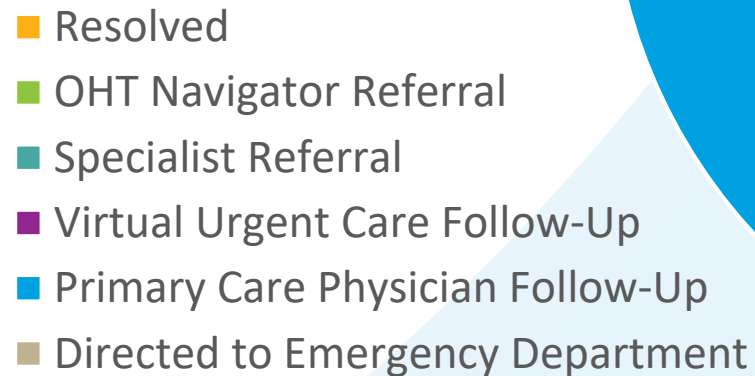
	OHT*	Population
1	GHHN OHT	599,342
2	ML OHT	499,307
3	WE OHT	410,811
4	KW4 OHT	387,572
5	NIA OHT	359,397
	BURLINGTON OHT	224,225
	GW OHT	216,330
	BBN OHT	189,313
	CDN OHT	146,241
	HP OHT	143,355
	GB OHT	130,305
	SL OHT	111,203
	OXFORD OHT	96,789
	CK OHT	95,937
	ELGIN OHT	66,930
	Grand Total	3,677,057

* See Appendix for all OHT Acronyms

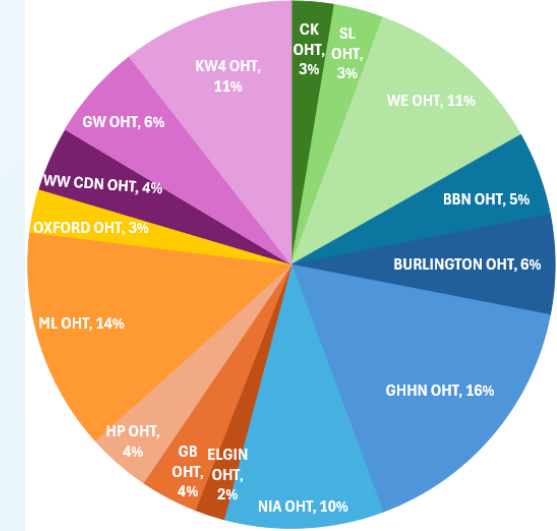
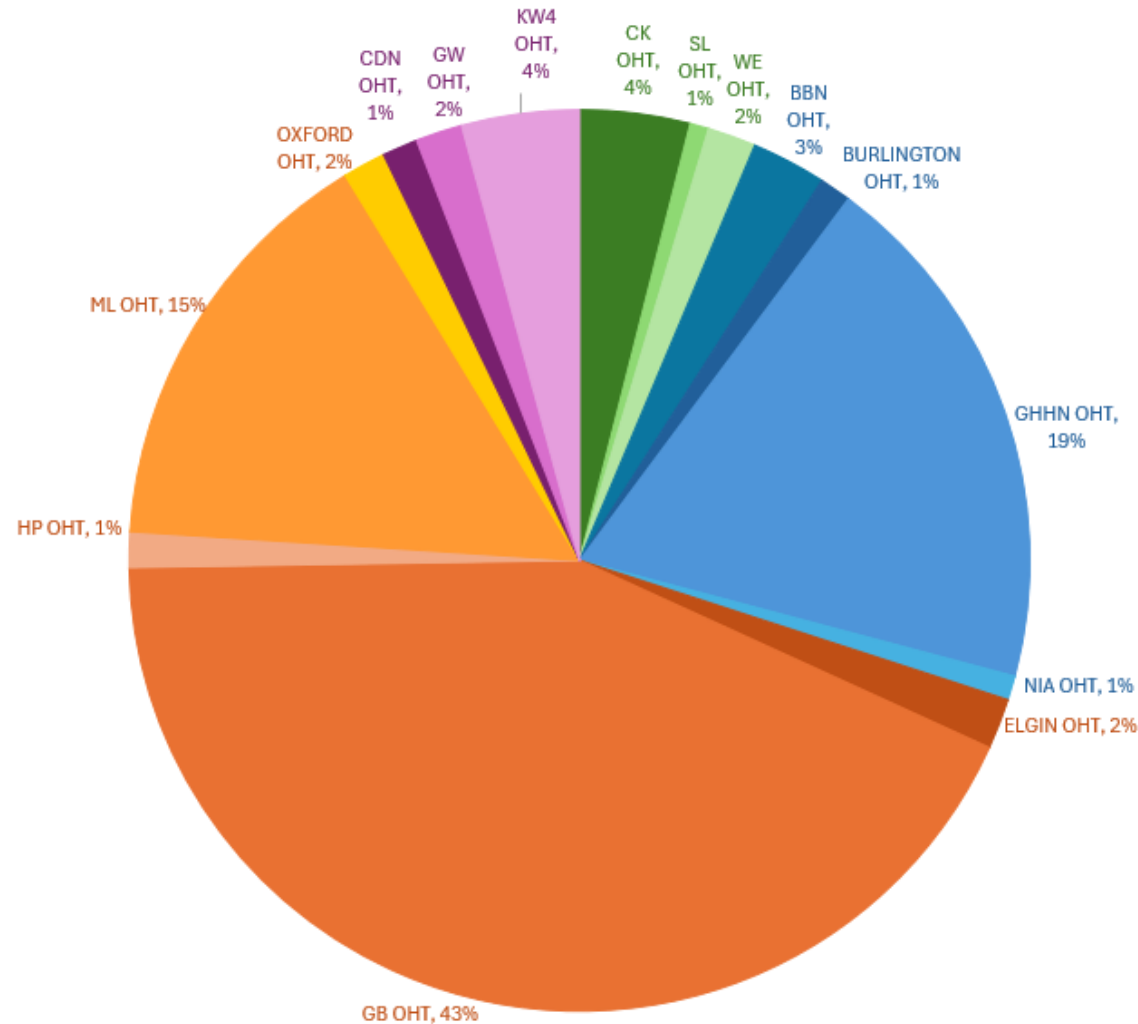
- Marketing Plan will cover the entire West Region, with a focus on driving utilization and adoption in the most populated OHT areas (top 5, 61% of the regional population), which supports our system Respiratory Surge Operational Direction.
- We will continue to monitor service use by OHT (monthly) to see where there is ongoing opportunity.
- Thank you for posting the www.urgentcareontario.ca website on your:
 1. OHT websites.
 2. Primary Care office websites.
 3. Hospital Emergency Department (ED) websites.

VUC Appointments West Region FY23/24

- 3,877 visits were completed last year
- Less than 10% were referred to the ED
- 43% of all visits were resolved



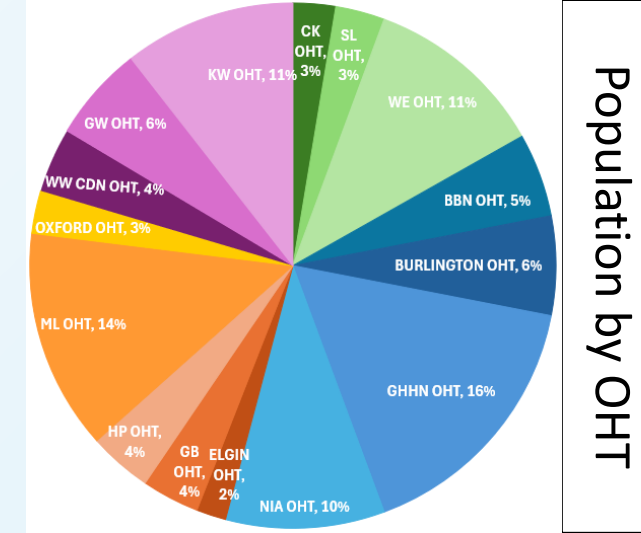
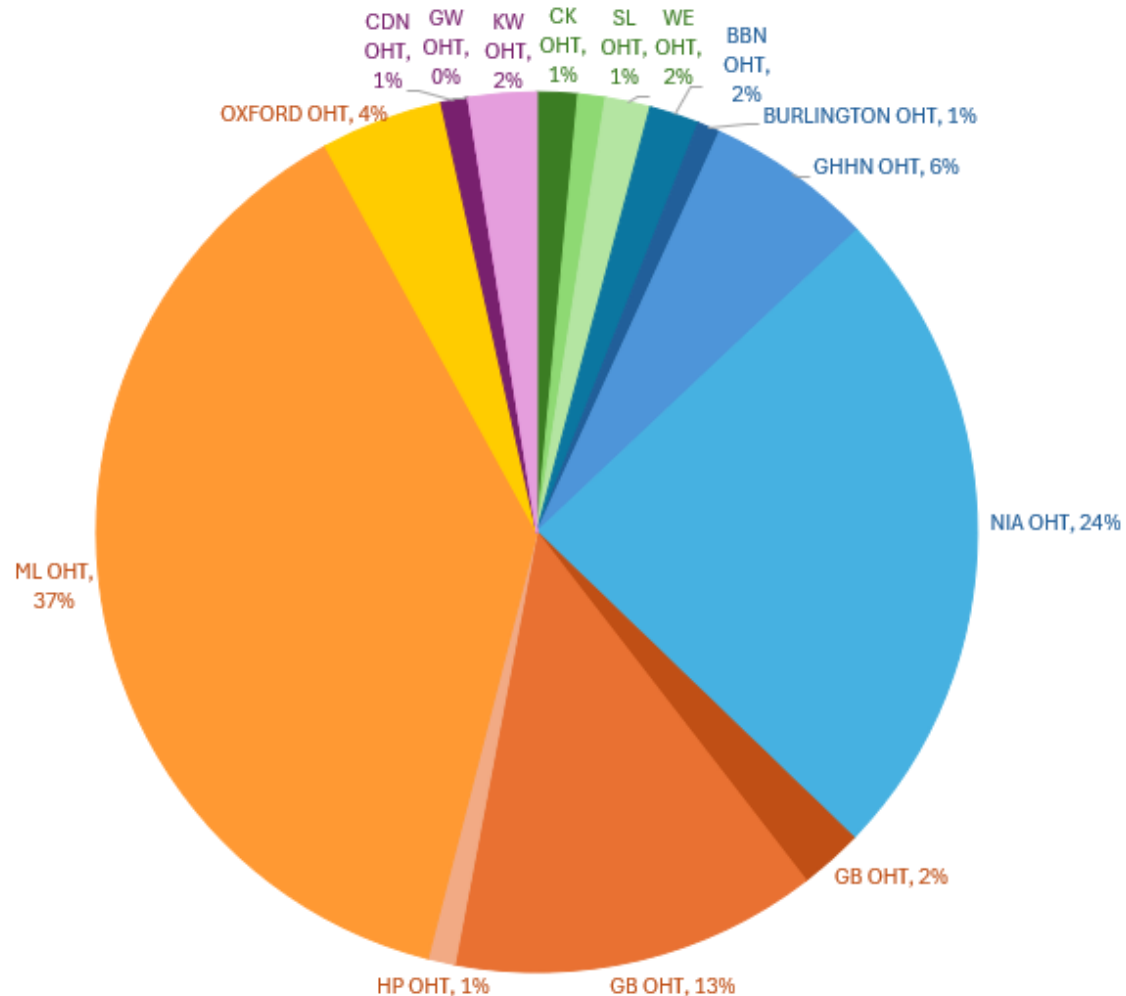
VUC Adult Usage by OHT



Population by OHT

- 43% of adult VUC appointments come from the GB OHT, but GB OHT accounts for only 4% of the West population
- Most appointments are from locations that have had virtual programs. ML OHT, GB OHT, GHHN OHT, and NIA OHT.
- Niagara accounts for only 1% of appointments but they have had their own adult Virtual program until recently, this was also accessed through www.urgentcareontario.ca
- Very little usage by OHTs from the ESC region, with WE OHT only 2% but with 11% of the population

VUC Pediatric Usage by OHT



Population by OHT

- ML OHT accounts for 14% of the population and 37% of the Pediatric VUC use. This is also the location of the Pediatric hub.
- NIA OHT accounts for 10% of the population and 24% of use. NIA has, until recently had their own adult virtual program with the access point of urgentcareontario.ca. the remaining HNHB OHTs account for 27% of the population and 9% usage.
- Very little usage by OHTs from the ESC region, with WE OHT with only 2% but with 11% of the population
- WW accounts for 21% of the population and their OHTs combined has a usage of 3%

Most appointments are from locations that have had virtual programs.

Promotion of the Program

Ontario Health West

- Primary Care Leads
 - Primary Care One Pager (coming soon)
- OHT Navigation Leads
- First Nations Health Service Providers
- Hospital Emergency Departments

VUC Hubs

Digital toolkit

- Printable media (Poster, business card)
- Social media graphics
- Newsletter content
- Digital display graphics
- Google Search ads
- Radio

Marketing materials can be found at <https://www.urgentcareontario.ca/digitaltoolkit/>

Digital Toolkit Implementation

The Virtual Urgent Care Digital toolkit can be accessed via urgentcareontario.ca/digitaltoolkit

Display Posters:

- The available sizes are 8x11, 11x17 and 18x24
- Please print and display in offices and patient waiting rooms.

Digital Screen Graphics:

- Available in 1920x1140 and 1920x1080 resolutions
- Please insert these graphics into the digital displays in your offices and patient waiting rooms.

Social Media Graphics:

- Designed to be implemented into social media stories or feeds
- Please include these graphics in your organization social media.

Newsletter inserts:

- Available in both vertical and horizontal orientations.
- Please insert in your next newsletter release.

Business cards:

- Ready to print business cards are perfect for patients to take with them for their future needs.

After Hours Messaging

- Please refer patients to Virtual Urgent Care in after hours messaging on voice systems and websites

Virtual Urgent Care (VUC)



Questions & Discussion

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Virtual Urgent Care (VUC)



Appendix

Ontario Health Team (OHT) Population overview

OHT Demographic Information

OHT Population & Attachment (2022 Inspire Data)									VUC Visit Data April 1 - September 30, 2024			
Legacy LHIN	OHT	OHT Abbreviation	Attributed	Attached	Uncertainly attached	% of Attributed pop	% Attached Pop	% UNCERTAINLY ATTACHED	Adult Visits	Adult Utilization	Peds Visits	Peds Utilization
ESC	Chatham-Kent	CK OHT	95,937	83,060	12,877	3%	2%	13%	59	3.9%	9	1.5%
ESC	Sarnia Lambton	SL OHT	111,203	99,931	11,272	3%	3%	10%	10	0.7%	6	1.0%
ESC	Windsor Essex	WE OHT	410,811	366,333	44,478	11%	10%	11%	26	1.7%	10	1.6%
SW	Elgin	ELGIN OHT	66,930	59,842	7,088	2%	2%	11%	27	1.8%	14	2.3%
SW	Grey Bruce	GB OHT	130,305	115,932	14,373	4%	3%	11%	641	42.8%	81	13.2%
SW	Huron Perth	HP OHT	143,355	132,954	10,401	4%	4%	7%	19	1.3%	6	1.0%
SW	Middlesex London	ML OHT	499,307	433,731	65,576	14%	12%	13%	228	15.2%	229	37.3%
SW	Oxford & Area	OXFORD OHT	96,789	89,490	7,299	3%	2%	7%	23	1.5%	27	4.4%
WW	Cambridge North Dumfries	CDN OHT	146,241	131,461	14,780	4%	4%	10%	19	1.3%	6	1.0%
WW	Guelph Wellington	GW OHT	216,330	198,078	18,252	6%	5%	8%	25	1.7%	0	0.0%
WW	KW4	KW OHT	387,572	337,454	50,118	11%	9%	13%	63	4.2%	15	2.4%
HNHB	Brantford Brant & Norfolk	BBN OHT	189,313	171,961	17,352	5%	5%	9%	40	2.7%	11	1.8%
HNHB	Burlington	BURLINGTON OHT	224,225	208,956	15,269	6%	6%	7%	17	1.1%	5	0.8%
HNHB	Hamilton	GHHN OHT	599,342	546,054	53,288	16%	15%	9%	283	18.9%	37	6.0%
HNHB	Niagara	NIA OHT	359,397	306,508	52,889	10%	8%	15%	13	0.9%	146	23.8%
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	0.3%	12	2.0%
	OHWest	_OHWEST	3,677,057	3,281,745	395,312	1		11%	1497	1	614	100%