

**WEBINAR:** SPOTLIGHT SERIES PRESENTS

# Responding to COVID-19: Creating a Virtual Triage to Provide 24/7 Healthcare

Friday, September 11, 2020  
12PM ET



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**RENFREW COUNTY VIRTUAL TRIAGE AND ASSESSMENT  
CENTRE (RC VTAC)  
A HEALTH PARTNERS COLLABORATIVE**

**RC VTAC**

**Renfrew County Virtual Triage and Assessment Centre**

**1-844-727-6404**

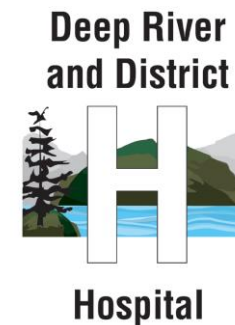
# RC VTAC PARTNERS



Renfrew County and  
District Health Unit



Arnprior & District  
Family Health Team



## BACKGROUND:

- Hospitals, Public Health, Paramedics and Primary Care sites in Renfrew County, supported by Ontario Health East, funded by the Province of Ontario collaborated to establish a Virtual Triage and Assessment Centre for Renfrew County.
- The County of Renfrew, like municipalities across Eastern Ontario are challenged by geography and distributed population settlement patterns. The Township of South Algonquin, in the District of Nipissing has been included in the scope of RC VTAC service delivery.
- This model of a Virtual Triage and Assessment Centre has been developed to meet the challenges of this unique sub-urban and rural geography with an aim of addressing the needs related to assessment and testing for COVID-19, reducing the incidence of unnecessary/or avoidable presentation to local hospitals, particularly for individuals without a family doctor or who cannot access their family doctor, reducing 911 Paramedic Service utilization and reduced Paramedic transportation of persons to hospital and to.

## **PURPOSE:**

**TO PROMOTE PRIMARY CARE CAPACITY AND PRACTICE DELIVERY SOLUTIONS IN RESPONSE TO THE COVID-19. PRIMARY HEALTH CARE PROVIDERS ENHANCE VIRTUAL TRIAGE, ASSESSMENT AND TREATMENT OPTIONS FOR SICK PATIENTS.**

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How it currently works: Where a resident of Renfrew County does not have a primary care provider (i.e., unattached patient) or is unable to reach their primary health care provider RC VTAC has:

1. Established a “virtual centre” promoting the use of a “one number to call” for **virtual triage**, assessment and treatment options from health care practitioners and support staff. Service is available 24/7.
2. Serves residents of Renfrew County and South Algonquin who have acute/episodic primary care needs so that they can be assessed and guided on how to best receive care dependent on their needs. It does not replace the need for individuals to have a primary care physician to meet all their health care needs.
3. Placed a special emphasis on supporting persons exhibiting symptoms of COVID-19, attached and unattached to a primary care provider, with the goal of safely managing their care needs in the community, triaging their acuity and managing a range of care needs and options.

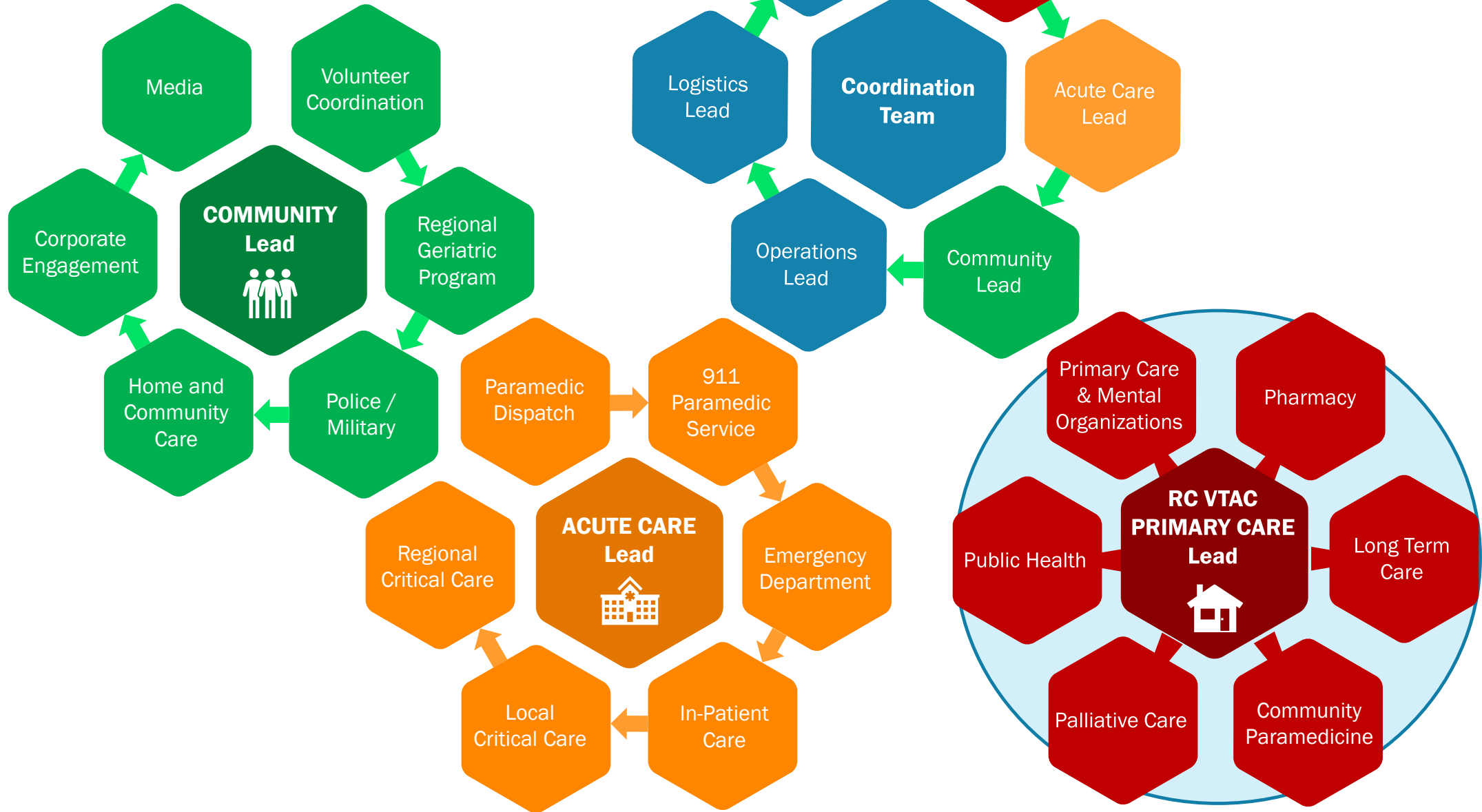
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## **PROVIDE THE MEANS FOR PRIMARY CARE PHYSICIANS & COMMUNITY PARAMEDICS TO ASSESS PATIENTS USING THE FOLLOWING MODALITIES:**

- Patient registration, system navigation and COVID testing requisitions prepared over the phone.
- Phone and/or video visit with patient with a Primary Care Physician and family health team support.
- In-home assessment and diagnostic testing completed by Community Paramedics for patients who require further interventions and / or ongoing monitoring.
- Remote monitoring and alerting may be established by Community Paramedics for patients who require additional supports to safely remain in the home. Physician support and consultation provided, as needed, for patients being remote monitored.
- Referrals may be made to the Acute Primary Care Service of the RC VTAC, Public Health or other community agency as required ie Family Health Team, Mental Health services, 211, Nurse Practitioners, Regional Geriatric Program & Palliative Care Team integration.
- Provide a barrier free solution that ensures timely access to acute/episodic primary care for all residents of Renfrew County. This service also provides 24/7 consultation between primary care physicians and paramedics to provide appropriate patients better care options at home.
- Minimizes the use of PPE or swabs in traditional settings such as a static assessment centre while still providing hands on care, assessment and continuous remote monitoring where warranted.


# HEALTH SECTOR COORDINATION TABLES

## COVID-19





To meet your medical needs during a pandemic In Renfrew County, we encourage you to telephone a health care provider before going to the doctor or hospital.

  
If you are feeling unwell and require medical assistance or advice, please first contact your primary health care provider / doctor by phone directly for telephone assessment,  
**OR**  
If you are unable to reach your primary health care provider, OR do not have a regular doctor,  
**Call 1-844-727-6404**  
to speak to a team of health care providers. The team will determine what level of care you need.



**911 or Emergency?**  
**Only in a life-threatening emergency:**

- heavy bleeding,
- unconsciousness,
- severe breathing difficulties



  
Instructions on how to best care for yourself is you have mild to moderate illness



  
Health care provider home or clinic visit if essential to further assess and/or administer treatment

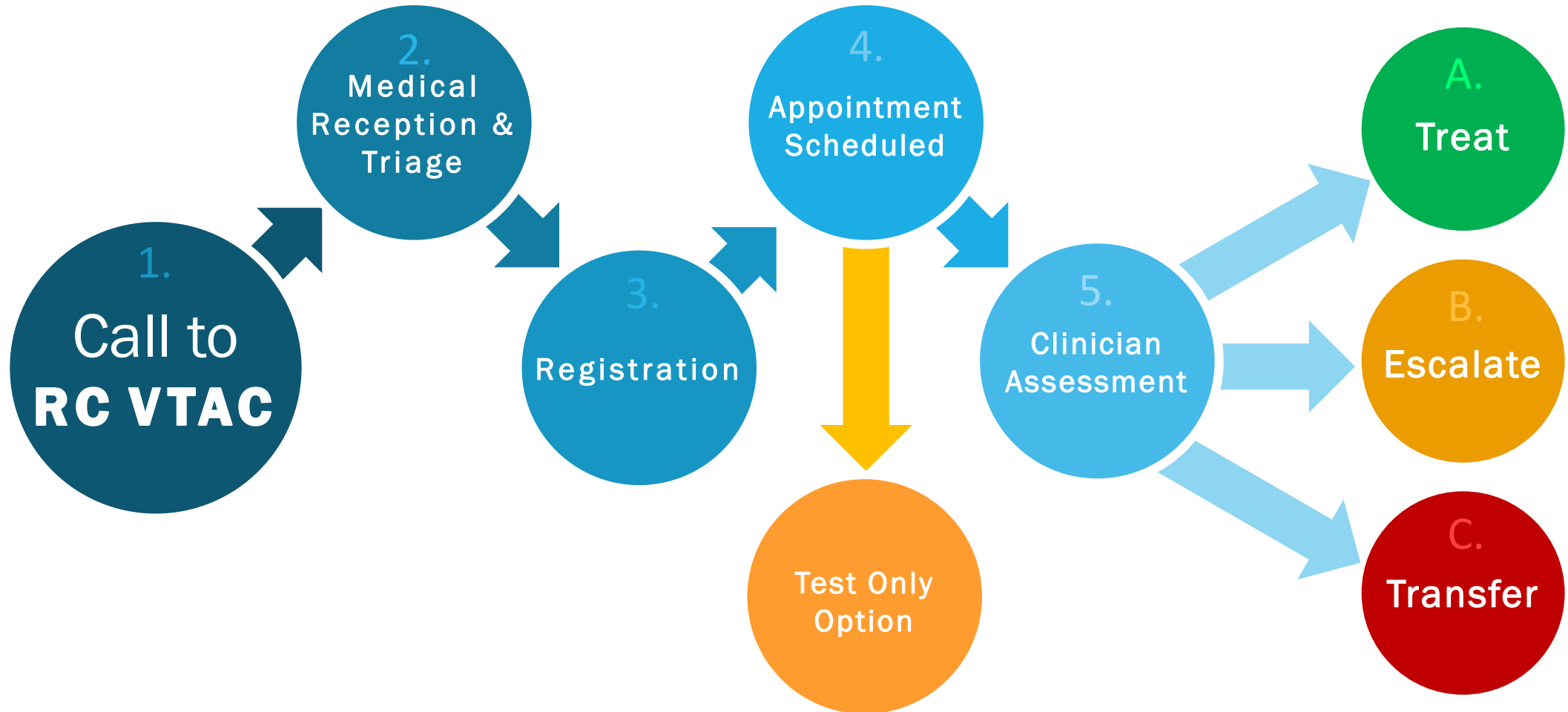


  
Directed to Emergency Department or 911 Paramedic



# PATIENT FLOW

## RENFREW COUNTY VIRTUAL TRIAGE AND ASSESSMENT CENTRE





## KEY DESIGN COMPONENTS

- Medical Secretaries - Triage / Registration (paid hourly rate through Assessment Centre funding)
- Primary Care Physicians - Clinical Management / Referring Physician (Sessional Fee OHIP Payment)
- Community Paramedics - Clinical Assessment, Swabbing, Testing, Remote Monitoring, Consultation
- Family Health Team Professionals / Community Agencies provide support as requested by the Physician

All services are provided remotely or through mobile in-community to support a scalable, nimble and distributed model of care that is barrier free.

## VTAC Visit Totals

10578

Virtual Assessments with  
a Primary Care Physician

3898

In Home Assessments by  
Paramedics

14476

Assessments Completed

## COVID 19 Testing

92

Avg Daily Test Completed

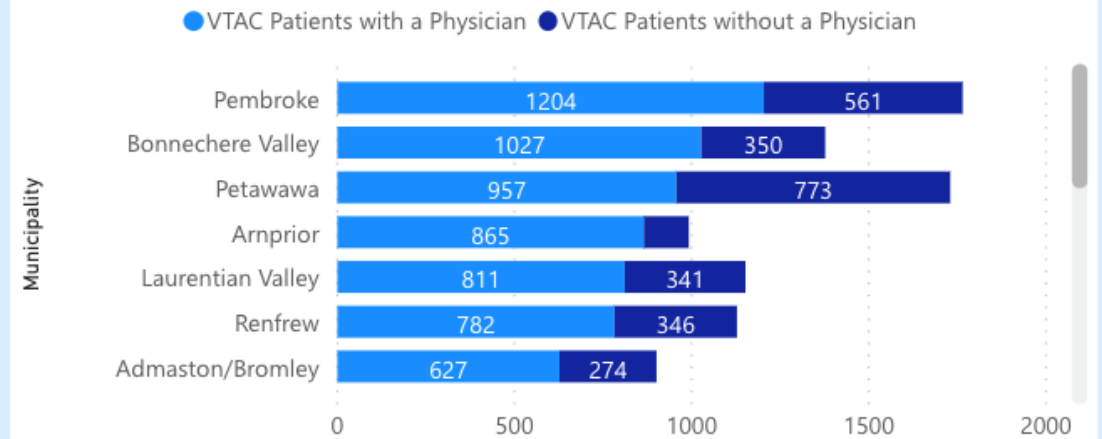
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Drive Thru Tests Completed

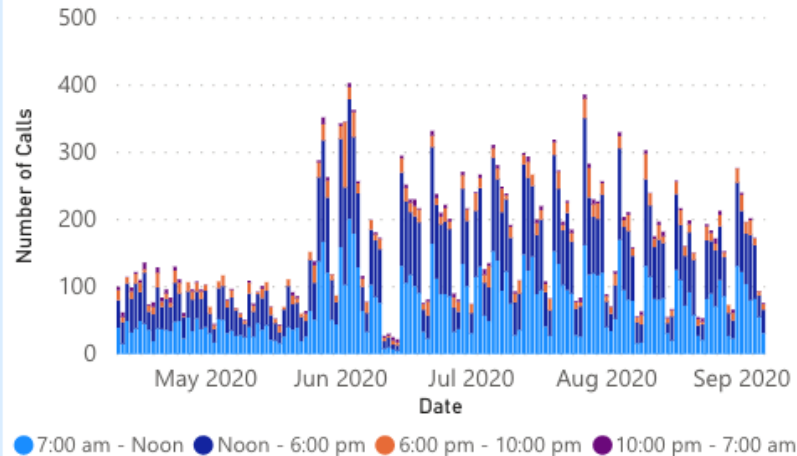
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Total Tests Completed

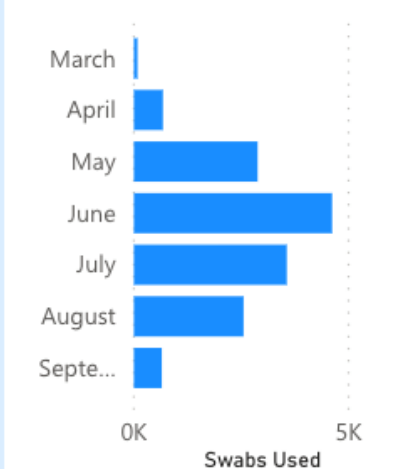
## VTAC Patients by Location (Renfrew County and South Algonquin)



## Calls by Time Frame



## Swabs Used by Month



## Referrals to VTAC

