

**My Passion:  
The “Cloud-Based” clinic**

# The Model:

- ▶ Partner with local community health service provider (CHC, pharmacy etc.)
  - Train a local pharmacy assistant to work with our programs:
    - Collect urine samples
    - Turn on Telemedicine equipment
    - Do intake assessment
    - Take vitals
    - Etc.
  - The local services providers work “on the ground”
  - TrueNorth works “on the cloud”

# Advantages of “Cloud-Based” Care

- ▶ Physician Recruitment & Remuneration
  - Docs can work from home
  - No Commute: So no \$\$\$ for gas and parking
  - Telemedicine ‘bonus’
  - Improved Work/Life Balance:
    - No Commute= More Time!
  - If travelling to small communities:
    - No need to fly, stay in hotels etc.

# Advantages of “Cloud-Based” Care

- ▶ Improved Patient Satisfaction:
    - Most common complaint we hear from patients? “The Hours/Days of Operation are Inconvenient”
    - Toronto Clinic:
      - Staffer Mon–Fri *in person*
      - Staffed Saturday *via Telemedicine*
- ...Guess which day is the busiest?

# Advantages of “Cloud-Based” Care

## ▶ Improved Patient Care:

- One doctor can service 3 or 4 communities in one day!
  - We can offer more days/ week of care
- For slower clinics– One doctor can staff 2 or 3 clinics simultaneously
- If a doctor is unable to work due to illness etc. another doctor can cover via telemedicine
- Urban docs can treat rural patients
- Local providers are often working every day:
  - So new assessments/ emergencies can be assessed same day via telemedicine

# Advantages of “Cloud-Based” Care

## ▶ Cost Savings:

### ◦ Dunnville:

- Approximately 100 patients. 90% on Social Assistance.
- Nearest Clinic– 1 hour drive away. No bus.
- Taxi budget for Social Services to take these patients weekly to the nearest clinic?
- Almost 1 Million per year

# What does a “cloud-based” office look like?



- 3 monitors
- 1 tablet
- 2 printers
- 1 TV (4<sup>th</sup> monitor)
- Dragon dictation



How to chart notes securely from anywhere?

PatientVu™



# How to see patients from anywhere?



# How to schedule 20+ docs & front desk staff across who may be covering 3 or 4 clinics simultaneously via telemedicine?



NEPHRO Hiver 2011

Procédures Plan de travail Disponibilités Tableaux des tâches

Sélectionner tous les mois

Docteur Danielle Lepage

Ne pas surligner les affectations. Disponibilités pour BLOC\_A

Langues de tâches Langues de disponibilités Plan

Horaires de travail

Novembre 2011

31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Décembre 2011

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	16
19	20	21	22	23	24	25
26	27	28	29	30	31	

Octobre 2011/Novembre 2011

	31	1	2	3	4	5	6
GARDE	ASP	ASP	ASP	ASP	ASP	GH	GH
BLOC_A	DB GH	DB DL	MD RP	JP MG	DL RP		
HEMO	RP	SC	DJ	DL			
GREFFE	1		AD		AM		
CONSUL/AM	AD DL	AM MG	GH JP	AD AM	AD GH		
CONSUL/PM	DL MG	MD AD	CL DL	GH CL AM	JP MS		
DL							

Disponibilités pour BLOC\_A

Novembre 2011

	7	8	9	10	11	12	13
GARDE	DB	DB	DB	DB	DB	CL	CL
BLOC_A	GH CL	GH DL	OL MG	MD			
HEMO	ASP	MG	DL	DL			
GREFFE	MD		SC				
CONSUL/AM	JP MS	SC DL	MD GH	SC CL			
CONSUL/PM	SC JP	MD JP	MD JP	GH JP MS			
DL							

Disponibilités pour BLOC\_A

Novembre 2011

	14	15	16	17	18	19	20
GARDE	MG	MG	MG	MG	MG	1	1
BLOC_A	DB	SC AD	DL JP	MD AM	SC JP		
HEMO	CL	AM	DG	AD			
GREFFE	AM		CL		AGP		
CONSUL/AM	SC JP	DB CL	SC MD	SC CL	DL AM		
CONSUL/PM	SC JP	DG MD	MD AD	DB DL JP	AD CL		
DL							

Disponibilités pour BLOC\_A

Novembre 2011

	21	22	23	24	25	26	27
GARDE	DL	DL	DL	DL	DL	1	1
BLOC_A	MD ASP	CL JP	CL AM	AD MG	MD AD		
HEMO	MG	SC	JP	AM			
GREFFE	RP		DG		JP		
CONSUL/AM	DB CL	MD MG	SC MG	CL RP	AM RP		
CONSUL/PM	DB SC	AM MG	RP MG	SC RP	SC MG		
DL							

Disponibilités pour BLOC\_A

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# How to allow patients to update us on their recovery status via the cloud?

OceanWave Online



 CognisantMD™

How to run 4+ telemedicine simultaneously from anywhere with one mobile phone and no land line?



# How to fax from anywhere with no land-line?





# How to access all generic TrueNorth documentation from anywhere?



How to pay staff, doctors and vendors from anywhere?

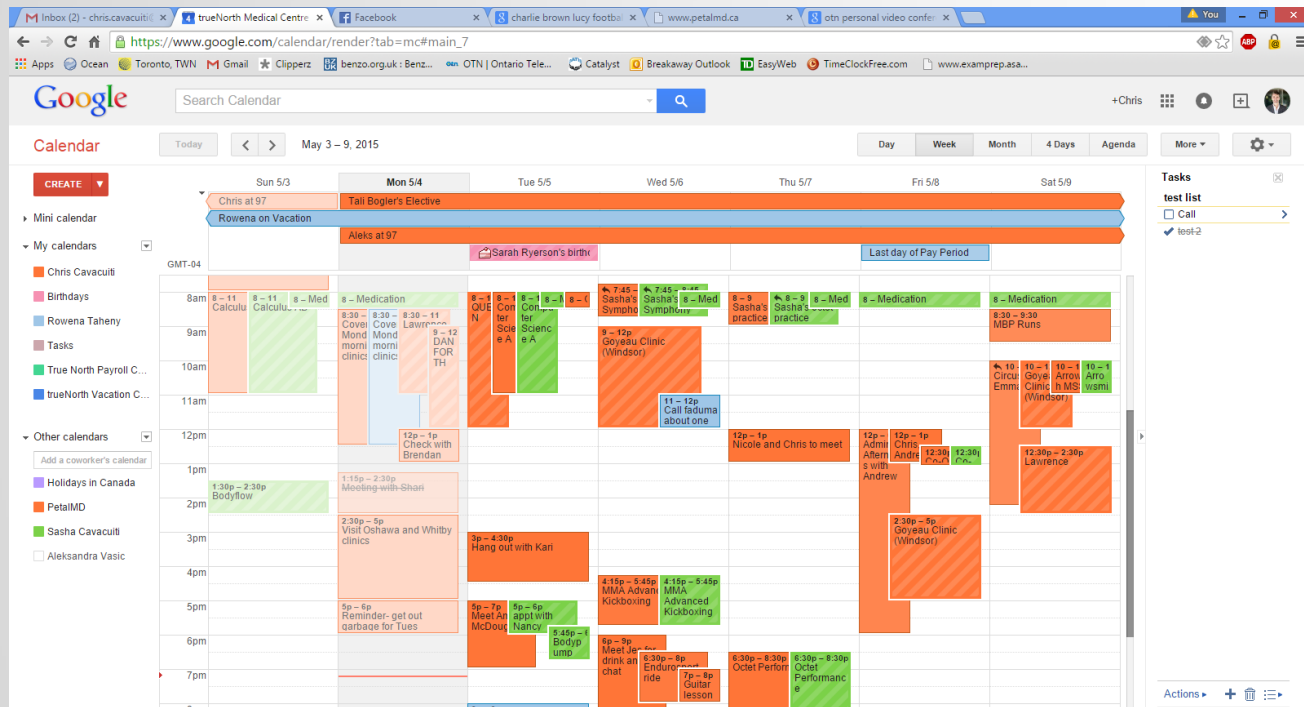




# How to sign a prescription from anywhere?



# How to access your staff's calendar (and have your staff access your calendar) from anywhere?



- Gmail apps for business
  - \$5 per user/month
- Choose your domain name (i.e. [chris.cavacuiti@truenorthmedical.com](mailto:chris.cavacuiti@truenorthmedical.com))
- Can add calendars
  - From staff
  - From family
  - From PetalMD!

# How do you project plan from anywhere?



“Smart” Spreadsheet

- Can attach emails, files etc. to cells
- Can view the spreadsheet in calendar & Gantt Chart format
- Synchs with Google Apps

# How to message with staff from anywhere?



- ▶ A cross-platform mobile messaging app that lets staff to exchange messages without having to pay for SMS
- ▶ Can use PC, Mac or any smartphone

# How do you keep track of expenses on the cloud?





How do you keep track of all the passwords associated with all these cloud apps!?!?



# Summary of findings

- ▶ Most patients prefer F2F over TM. But...
- ▶ When both those preferring TM and those with no specific preference for either are grouped they represent a majority of the study population.
- ▶ In patients who prefer F2F this preference is mild. In patients who prefer TM this preference is very strong.
- ▶ The more TM encounters a patient has, the more they like it
- ▶ Most common reasons they prefer TM:
  - “Time saving and efficient”
  - Easier to disclose personal information via TM than F2F