

Virtual Care Program

2024/2025 Year in Review

“Virtual care was so successful for me and my wife Ruth, who lived with dementia, that I was thrilled to participate in the co-design of this incredible program. It was an act of gratitude.” Virtual Care Patient Partner, Maggie Perquin

May 15, 2025

Program Manager Message

As we reflect on the past year, I'm proud of the meaningful strides we've made toward a more patient-centered, inclusive, and sustainable approach to virtual care. While technology enables our work, it's the people - clinicians, staff, system and community partners, and patient and family partners - who drive its impact. Thank you to everyone who has generously shared their time, expertise, and insights to help shape our progress.

This past year, LHSC and St. Joseph's continued to lead the way in patient-centered virtual care. Advancing one of the country's most comprehensive virtual care patient support models, we strengthened partnerships across the system and launched new initiatives to support equitable access to virtual care. A standout project was our collaboration with London and Middlesex County public libraries to offer Virtual Health Care 101 workshops, co-designed with our virtual care patient partners, and recently featured in [Canadian Healthcare Technology](#) magazine.

Last year, we completed a pan-Canadian review of the current landscape of virtual care volumes and utilization, as well as services available to patients and staff, at 23 different institutions across Canada. From these efforts we launched the Virtual Care Benchmarking Report in January 2025, which highlights our strengths and opportunities for improvement. Guided by insights from the Benchmarking Report, this year's priorities focus on strengthening infrastructure, advancing equity through strategic partnerships, and supporting models of virtual care that are clinically appropriate and patient-centered.

The path forward is one of innovation and collaboration. Together with our clinical teams, hospital staff, and patient and community partners, we're ready to drive the next phase of virtual health transformation.

Nerissa Taylor, Manager, Virtual Care Program



Virtual Care Program Services

The Virtual Care Program provides organizational, patient/family and clinician/staff virtual care services to LHSC and St. Joseph's Health Care London.

List of our current and emerging services.

Organizational Services

Support Development of Clinical Pathways

- Hospital at Home
- Virtual Urgent Care
- E-ICU

Organizational Support

- Target Setting
- Metrics Evaluation
- Strategic Planning

Research/QI/Quality

- Collaboration
- Promotion
- Quality Evaluation

Patient/Family Services

Patient Technology Support

- Digital Navigator
- Virtual Care Support Line
- Devices
- Classes/Training

Community Connections/Patient Engagement

- Patient Partners
- Community Engagement
- Health Equity

Clinician/Staff Services

Enhanced Care Modalities

- Asynchronous care
- Synchronous Care
- Remote Patient Monitoring

Clinical Technology Support

- Devices
- Software
- Training

Process/Practice Support

- Policy
- EHR Supports
- Consultation for Practice Support

2024/2025 Program Highlights

Driving Innovation and Access

- **Virtual Care Benchmarking Report**
Released the [Virtual Care Benchmarking Report](#) in January 2025, comparing virtual care volumes at 23 institutions across Canada. Downloaded over 500 times to date.
- **Community Partnerships**
Partnered to offer 'Virtual Health Care 101' with London and Middlesex County libraries. Twelve sessions were held, 74 community members participated, and 97% of survey respondents agreed library and hospital partnerships are valuable for increasing access to virtual care.
- **Media Buzz**
[CBC London Morning](#), [CTV London](#), and [London Free Press](#) featured our Digital Navigator program, spotlighting virtual care technology supports for patients.

Smarter Clinical Care

- **New Service: PCCU Virtual Critical Care Consultations**
Nine remote video consults between Windsor Hospital and LHSC avoided transfer for 5 paediatric patients. Expansion to additional populations and hospital sites is being explored.
- **Empowering Providers**
The Virtual Care Assessment Tool (ViCAT), developed in collaboration with Clinician Scientist Dr. Natasha McIntyre, helped 7 clinical teams (LHSC & St. Joseph's) assess and improve their virtual care practices.

- **Enhanced Patient Supports**

Over 1,600 support interactions delivered through the HelpDesk Patient Support Line and Digital Navigator supports.

Sustainability and Equity

- **Leading Research**

Collaborated with Otolaryngology department on findings on the environmental, social, and economic impact of virtual care in [Otolaryngology–Head and Neck Surgery](#).

- **Inclusive-by-design Technology**

Enabled real-time closed-caption translation in 100+ languages into Webex Suites, implemented gender-affirming naming convention into OneChart Webex templates.

- **Reaching Underserved Populations**

Deepened partnerships with Oneida Health Centre, London Middlesex Local Immigration Partnership, Middlesex Community Children's Services Network and Virtual Care Patient Partners to co-design patient-centred solutions. Over 350 community members and organizations engaged in the past year.

Impact By the Numbers: April 2024 – March 2025

Virtual Visit Volumes:

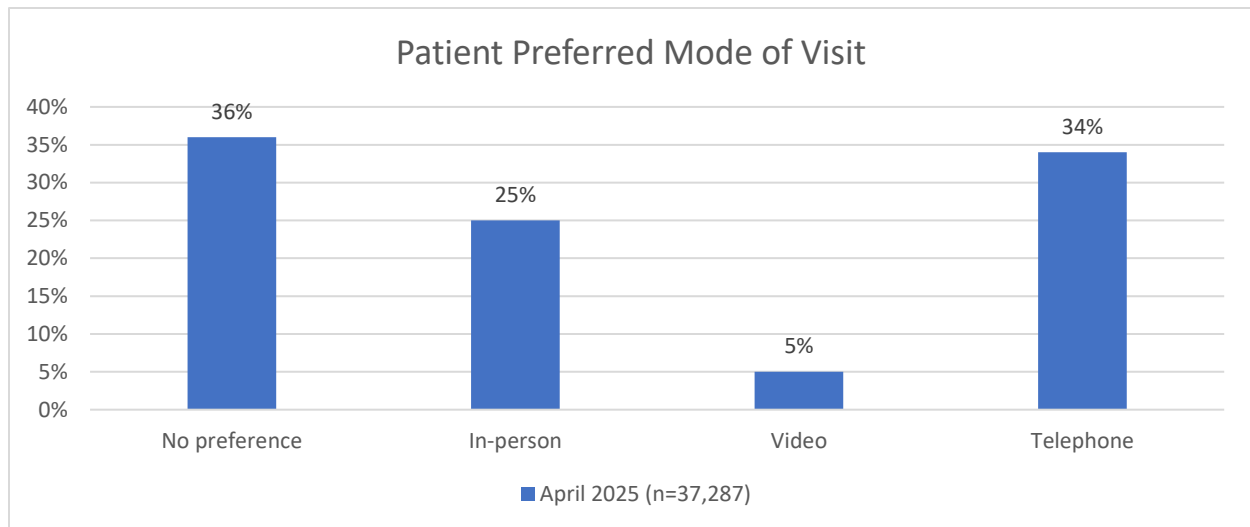
- LHSC: 190, 100 total | 47, 400 video | 142, 700 phone
 - 22% of all ambulatory visits remain virtual
- St. Joseph's: 120, 900 total | 27, 200 Video | 93, 700 Telephone
 - 23% of all ambulatory visits remain virtual

Patient Preferred Mode of Visit

Source: Millenium, Cerner EHR

When asked about their preferred mode of visit:

- 36% of patients reported no preference
- 25% preferred in-person appointments
- 5% preferred video appointments
- 34% preferred telephone appointments

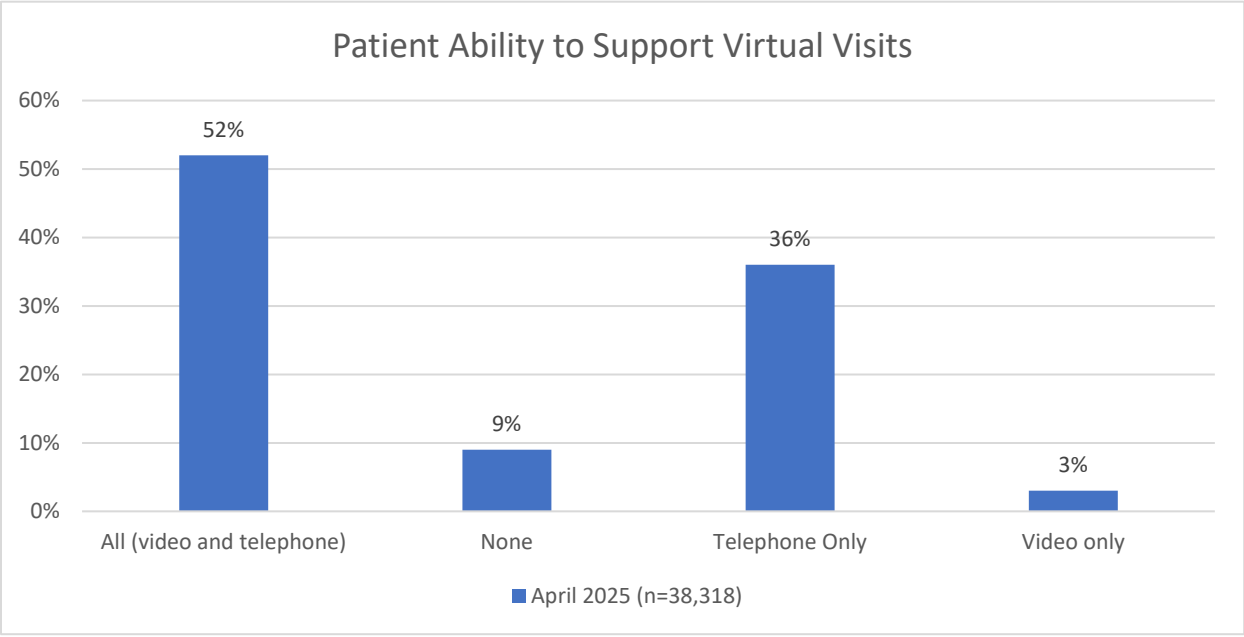


Patient Ability to Support Virtual Visits

Source: Millenium, Cerner EHR

When asked about their ability to participate in virtual visits (video and telephone):

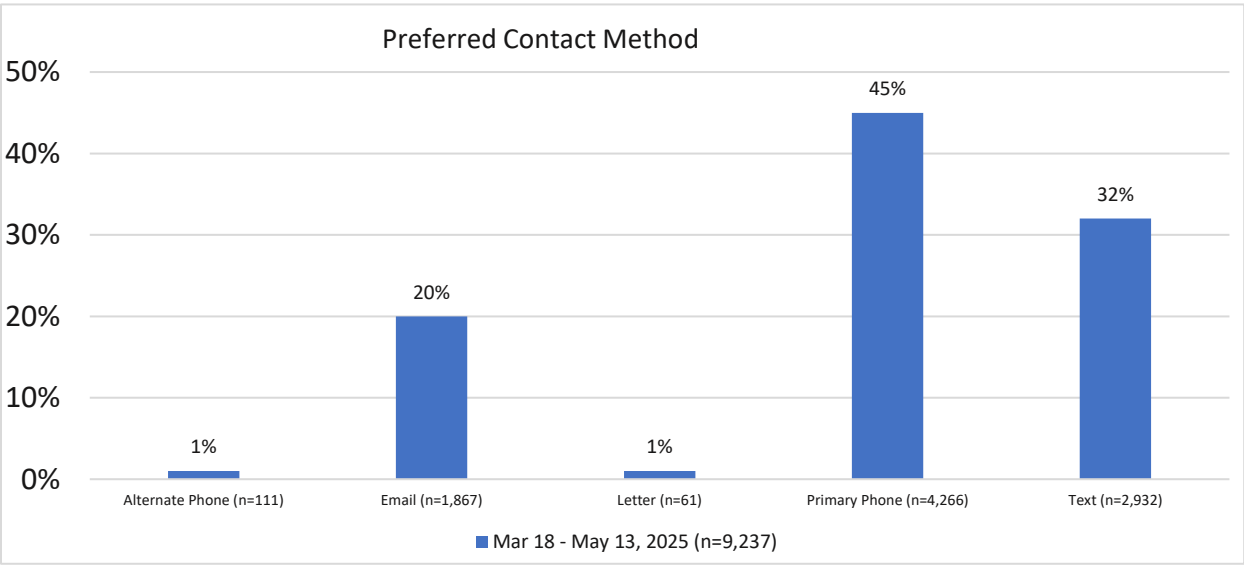
- 52% said they could support both video and telephone visits
- 9% said they could not support virtual visits at all
- 36% said they could support telephone visits only
- 3% said they could support video visits only



Preferred Contact Method

Source: Millenium, Cerner EHR

- 98% of patients prefer to be contacted by primary phone, email, or text for administrative purposes
- 52% of patients prefer digital forms of communication (text or email)
- Letters are the least preferred method of communication (1%)



Enabling Technology

- 222k prescriptions sent via Prescription eFax
- 38% of overall prescriptions sent via Prescription eFax
- 581 active Webex Suites users
- 46.5K unique OneChart Webex appointments
- 22K unique Webex Suites meetings
 - 71K total participants
 - 58K total participant hours
- 6,087 OTN events
 - 100 active users

Environmental and Patient Travel Cost Savings

Source: LHSC Virtual Care Dashboard

- 21.8 million kms travel saved
- \$15 million saved in patient-incurred travel costs (CRA 2022 Mileage Rate)
- 5,800 metric tons of CO2 emissions avoided
- Average patient distance saved: 116.6 KM per appointment
- Average patient travel costs saved: \$80.5 per appointment

What's Next: Our Priorities for 2025/2026

Looking ahead, we are committed to building on our successes and addressing new areas of opportunity to expand the reach, effectiveness, and sustainability of virtual care.

Our priorities for FY 25/26 include:

- **Execution of Benchmarking Report findings**
 - Pilot virtual care bookable spaces for clinical use
 - Implement clinic-specific virtual care targets
 - Supporting clinics with evaluating and understanding clinical appropriateness of virtual care
- **Enabling technology**
 - Add ability to send video appointment links via text message
 - Integrate Voyce for on-demand virtual interpretation for video appointments
 - Activate closed captioning in OneChart Video Webex Appointments
 - Pilot Seamless MD for remote patient monitoring in Thoracic Surgery and Paediatric Trauma at LHSC
 - St. Joseph's Hospital Post ENT Virtual Clinic Optimization Quality Improvement initiative
- **System Partnership and Virtual Care Leadership**

- Share our learnings and insights as leaders in the patient-centred virtual care space. Upcoming poster presentations, oral presentations and research opportunities are planned.
- Expanding community awareness of virtual care and building on new and existing partnerships

Virtual Care – On the Horizon

Virtual Care is here to stay – and grow! There are plenty of opportunities that we plan to explore in the coming years as well, including:

- Incorporation of Artificial Intelligence into virtual care appointments
- Expansion of remote home monitoring
- Incorporating of virtual care in inpatient settings (Hospital at Home, remote virtual consultations of inpatients, etc.)
- Awareness and promotion of patient portals



On behalf of the Virtual Care Program, thank you for your ongoing commitment to providing patient-centered virtual care services with LHSC and St. Joseph's patients and families.

Questions/Comments

Please direct questions/comments regarding this report to Report Developers - Gabriele Davey (Gabriele.davey@lhsc.on.ca) and/or Nerissa Taylor (Nerissa.taylor@lhsc.on.ca).

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Virtual Care Executive Sponsors

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- Shannon Maier – Vice President, Children's Hospital and Women's Care, LHSC
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