Virtual Care Program Year in Review 2025/2026

London Health Sciences Centre | St. Joseph's Health Care London



Image caption: MyCarePortal Implementation Team with Patient Co-Design Partners

"If it wasn't for MyCarePortal my nerves would not have been relieved until weeks later when I would have received the results in the mail. Instead, although the results weren't ideal — I received my results the next day. What a relief!" — Patient, MyCarePortal User

Program Manager Message

As we reflect on the 2025/2026 fiscal year, I am incredibly proud of how the Virtual Care Program has evolved. This past year was defined by a significant expansion in the reach and impact of our digital health and virtual care technologies, transforming not only how we connect with patients, but how they engage with their own health journeys.

A defining milestone of this year was the successful launch of MyCarePortal. Co-designed alongside our dedicated patient and caregiver advisors, this platform now serves over 8,000 active users across LHSC, St. Joseph's, and our regional partners. By providing patients with direct, timely access to their electronic health records, test results, and visit notes, we are actively empowering people to become confident, informed partners in their care.

We also recognize that as we advance digital adoption, we must be equally committed to digital equity. Through our expanding community engagement efforts and the release of our foundational Impact Report, we have seen the profound value of meeting people where they are. Initiatives like our locally hosted Virtual Care 101 workshops have been instrumental in bridging the digital divide, equipping community members with the skills, trust, and confidence needed to comfortably access virtual care services.

Furthermore, we witnessed the tangible clinical value of our digital transformation through the success of our Remote Patient Monitoring initiatives. By integrating the SeamlessMD platform into clinical workflows, such as Thoracic surgery and Paediatric Traumatology, we have extended our care reach well beyond hospital walls. These technologies have safely reduced lengths of hospital stays, lowered emergency room visits, and provided patients with the reassurance of continuous connection from the comfort of home

Ultimately, technology is only the tool; it is the collaboration between our dedicated staff, clinicians, community partners, and patient advisors that makes this scale of transformation possible. Thank you for your unwavering commitment to building a more inclusive, accessible, and innovative healthcare system.



Nerissa Taylor, Manager, Virtual Care Program

Co-designing for Enhanced Patient-Centred Care

MyCarePortal: Designed with Patients, for Patients

MyCarePortal is a free web and app-based patient portal designed to provide patients with access to their electronic health record from LHSC, St. Joseph's, and 9 other regional partner hospitals. It is the result of a three-year collaboration involving multiple partners and collaborators, including staff, clinicians, and patients and care partners.

Through the portal, patients can review their medical history, medications, upcoming appointments, lab results, discharge documents, and more. Research shows that when patients have timely access to their health information, they are better able to understand their care, prepare for appointments, and engage in preventative health care.

Recognition: MyCarePortal was recently featured in Ontario Hospital Association Health System News, highlighted as a key initiative for Patient Experience in Digital Health.

MyCarePortal Stats:

8,000+ active users

11 Partner Hospitals

500 survey responses

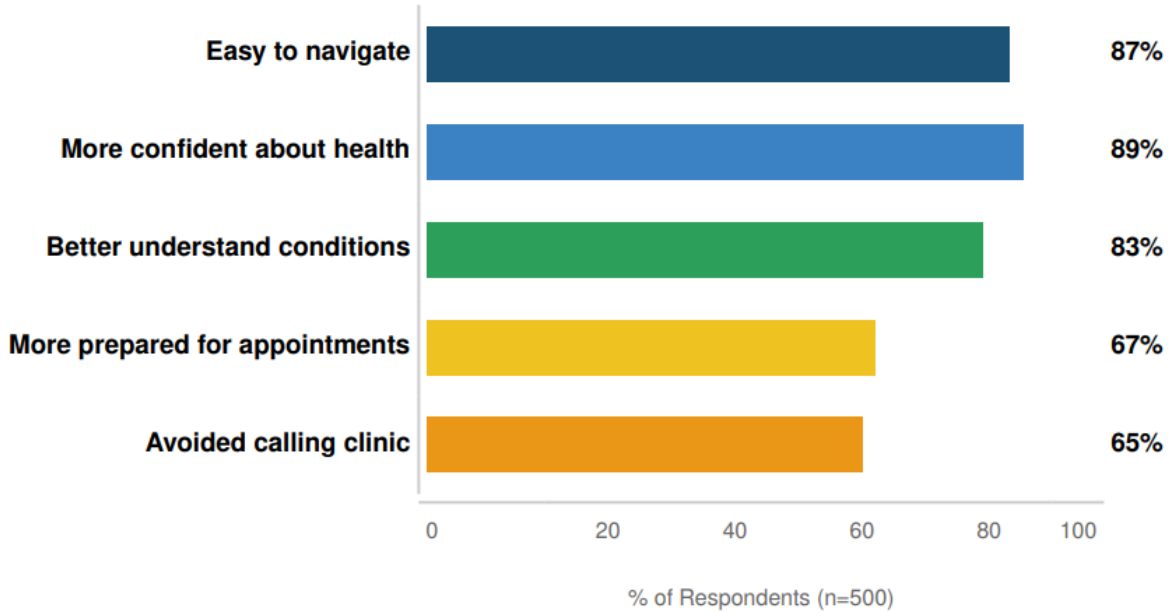
3 Years co-design process

"Being part of the MyCarePortal Patient and Caregiver Codesign Team has been one of the most rewarding patient engagement activities I have been involved with. It was truly a collaborative effort and I always felt that we were genuine partners in designing and creating a tool that will be helpful to people across this region."

— Jeanne, Patient Co-Design Team Member

Patient Experience Survey Results

My CarePortal Patient Experience Survey Results



Source: MyCarePortal Experience Survey (500 responses)

Image Description:The graph summarizes results from the MyCarePortal Experience Survey, based on 500 responses. The results from the MyCarePortal Experience Survey show that most respondents found the portal easy to navigate and felt it helped them better understand and manage their health. Among 500 respondents, 89% said the portal made them feel more confident about their health, 87% found it easy to navigate, 83% said it helped them better understand their conditions, 67% felt more prepared for appointments, and 56% said it helped them avoid calling the clinic.

"The staff really listened to our comments and ideas. I never felt it was just for show. The design team and other patient advisors were great to work with—such a thoughtful, intentional group."

— Beth, Patient Co-Design Team Member

MyCarePortal Launch Across Sites



Image caption: MyCarePortal enrollment events at St. Joseph's Hospital and University Hospital

Community Engagement & Digital Inclusion

Bridging the digital divide requires more than just technology; it requires trusted partnerships. In a widely distributed Impact Report, we showcased our 'Virtual Health Care 101' workshops co-designed and facilitated with community partners, such as local libraries, family resource centres and agencies supporting newcomer and Francophone populations.



Virtual Care 101 Workshop Outcomes: 29 Workshops and 328 Attendees

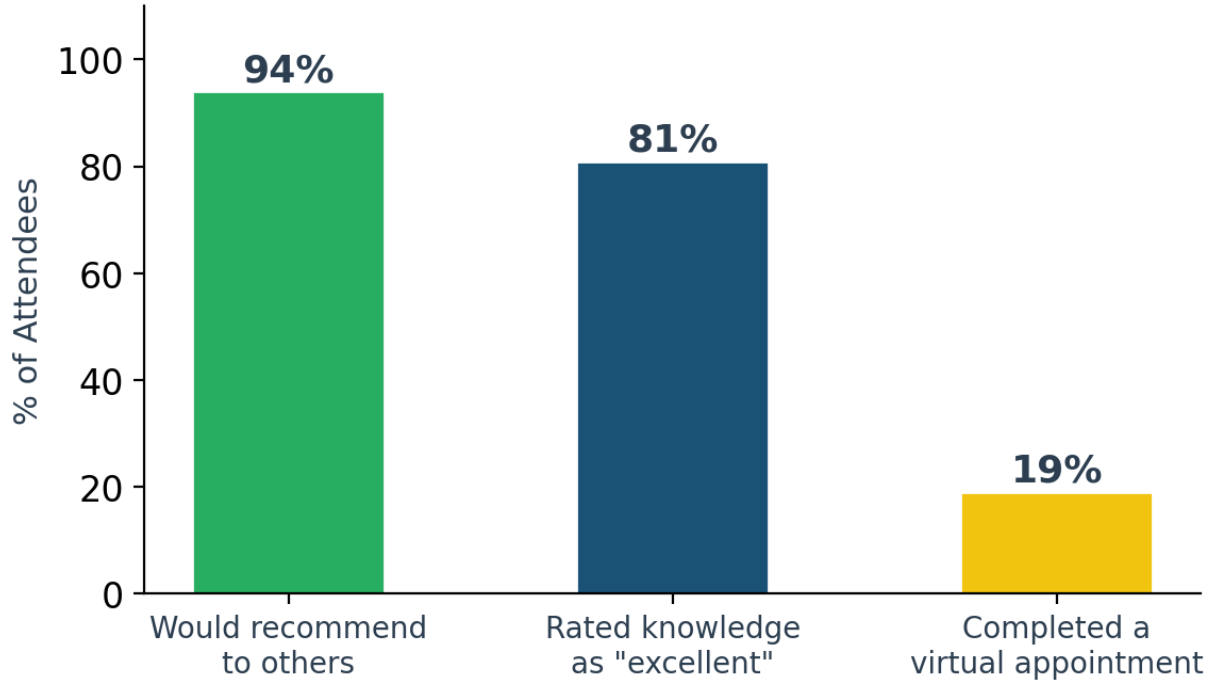


Image Description: The graph summarizes participant feedback from a virtual care learning or workshop experience. It shows that 94% of respondents would recommend the experience to others, 81% rated the knowledge they gained as excellent, and 19% completed a virtual appointment.

The workshops have been expanding across the community, focusing on equity-deserving populations, including newcomers, older adults, and families with children. The project has received many accolades, including features in Canadian Healthcare Technology, an award at the CQUINS SPARQ 2025 Symposium, and acceptance for presentation at the 2026 e-Health Conference and Tradeshow.

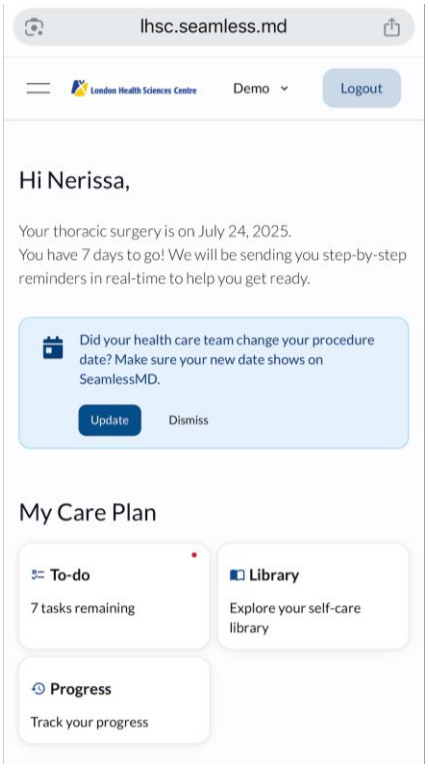
SeamlessMD Remote Care Management

To address historically high lengths of stay and patient uncertainty following discharge, LHSC integrated SeamlessMD, a web-based digital care journey platform, for Thoracic surgery and Paediatric Traumatology. The results for 189 enrolled patients were improved compared to 89 non-enrolled patients.

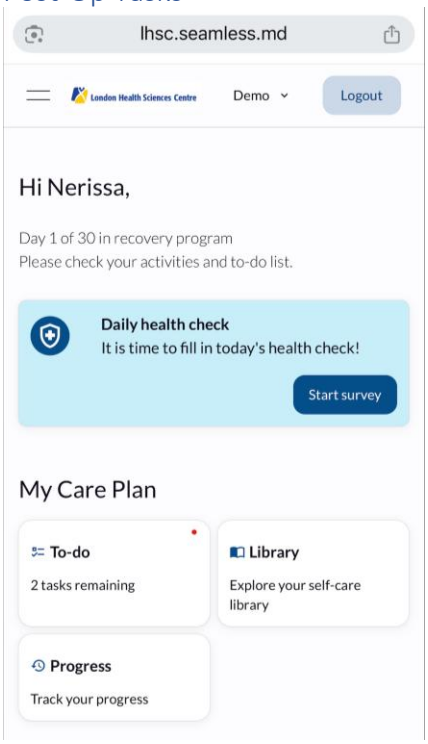
What is Seamless MD?

SeamlessMD is a free web and app-based solution that provides standardized educational content, pre-operative and post-operative reminder tasks, and the ability to track symptoms post-surgery while patients recover at home. Based on symptoms, patients are provided self-care tips or issues are escalated to the remote care management team at LHSC.

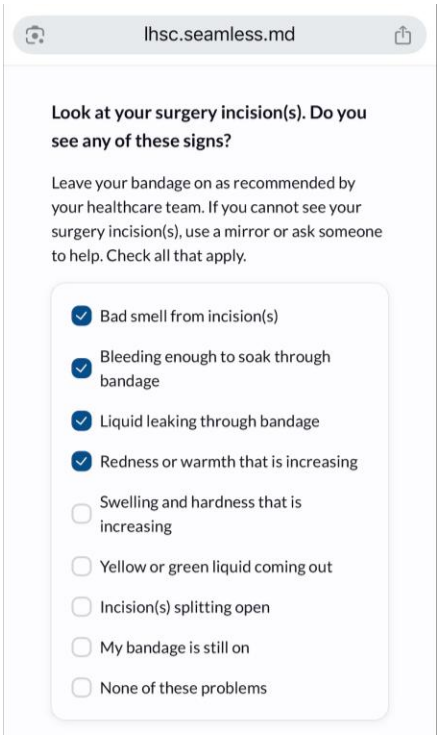
Pre-Op Education



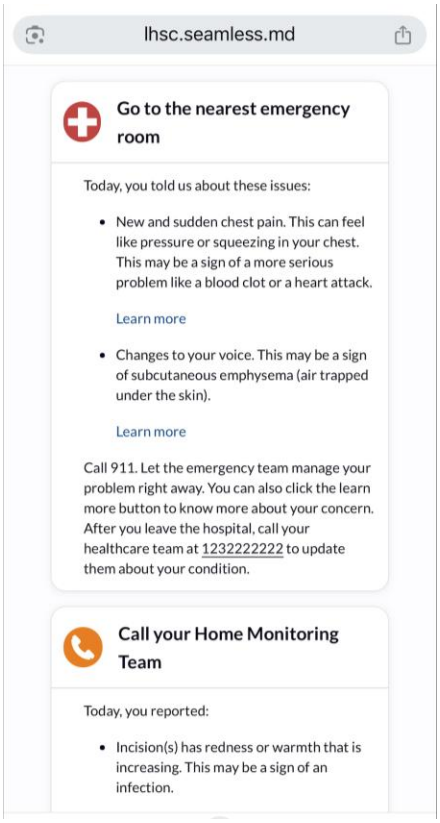
Post-Op Tasks



Daily Health Check



Recommendations



Remote Patient Monitoring Key Findings

- Average Length of Stay: Reduced from 7.33 to 4.48 days (38.9% reduction)
- 30-Day Readmissions: Dropped from 4.49% to 1.06% (76.4% reduction)
- 30-Day ED Visits: Fell from 6.74% to 3.70% (45.1% reduction)

Based on high patient satisfaction (4.48/5), the prevention of roughly 66 hospital calls and 15 unnecessary visits, this service is being expanded to four additional pathways including Orthopaedic Spine, Adult Trauma and Hip and Knee Arthroplasty.

SeamlessMD Remote Patient Monitoring: Clinical Outcomes

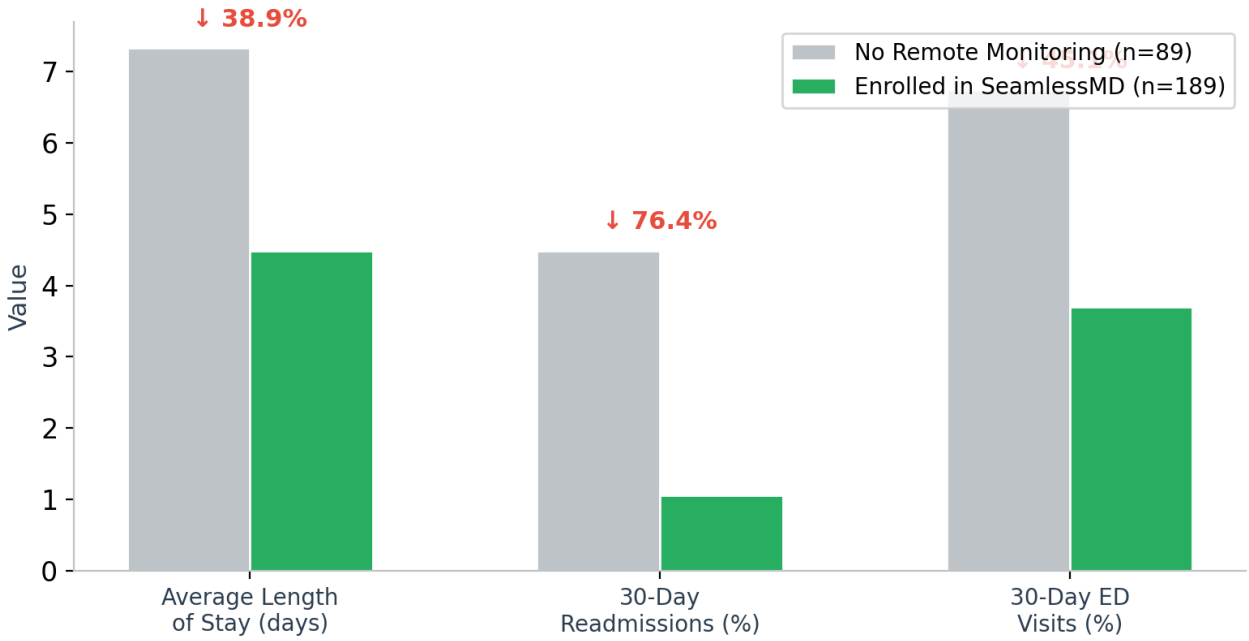
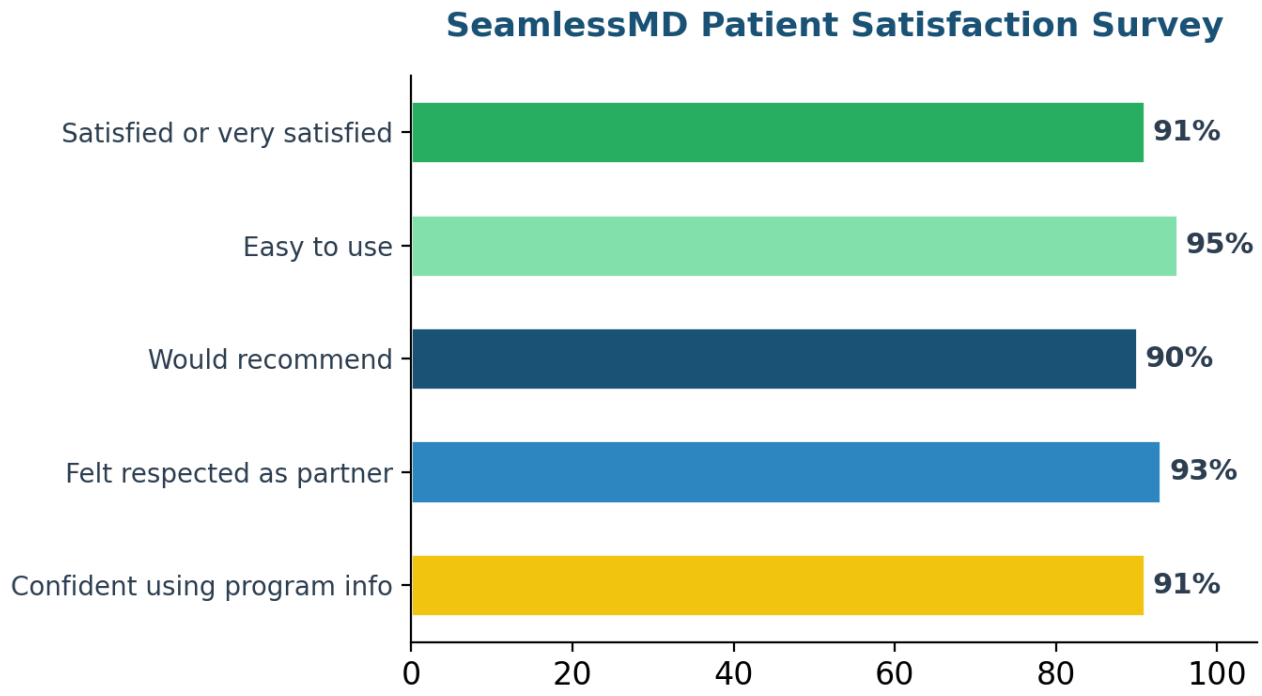


Image description: The bar graph compares clinical outcomes for patients enrolled in SeamlessMD remote patient monitoring with those who were not enrolled. It shows that average length of stay decreased by 38.9%, 30-day readmissions decreased by 76.4%, and 30-day Emergency Department visits decreased by approximately 45%.

Patient Satisfaction Results

SeamlessMD Patient Satisfaction Survey



Source: SeamlessMD Patient Experience Survey, 32% response rate, 143 responses

Image description: The bar graph summarizes results from the SeamlessMD Patient Experience Survey. It shows high patient satisfaction with the program, with 93% of respondents saying they felt respected as a partner in their care, 91% reporting they were satisfied or very satisfied, 91% saying they felt confident using the program information, and 90% saying they would recommend the program to others. The graph also shows that 25% of respondents rated the program as easy to use.

Optimizing Virtual Care Delivery

Looking for ways to optimize virtual care?

Our team offers thoughtful, comprehensive consultations that leverage proven methods and tools to develop a customized action plan aligned with your goals and objectives. Optimizing virtual care services can help reduce carbon emissions, decrease appointment no-shows and last-minute cancellations, optimize clinicians' time, and alleviate pressure on hospital waiting rooms.

Contact us at virtualcare@lhsc.on.ca

Virtual Rooming at St. Joseph's

A three-month pilot implemented pre-visit support and day-of virtual rooming to reduce non-medical tasks for physicians in the Post-ENT Endocrinology Clinic at St. Joseph's Hospital. Fifteen minutes before the appointment, the Digital Navigator contacted patients to ensure they were set up and technical issues before the physician joined.



Next steps include upskilling clinic administrative staff to provide virtual rooming supports during virtual clinics.

Virtual Care Bookable Spaces at St. Joseph's

In response to staff feedback that finding private space is a barrier to delivering care, we launched a one-year pilot introducing two virtual care bookable spaces at St. Joseph's Hospital and Finch Family Medical Centre. Fully equipped with monitors, cameras, and technical hardware, these spaces ensure privacy, professionalism, and a consistent experience.

How to book: Rooms can be reserved directly in Outlook by searching: London-St. Joseph's > London Virtual Care > St. Joseph's Virtual Care Bookable Rooms.

Step-by-step booking instructions and FAQs are also available on the intranet site.

Impact By the Numbers: April 2025 – March 2026

Virtual Visit Volumes & Environmental Impact

Virtual care remains a critical and stable pillar of our ambulatory operations, driving significant cost and environmental savings.

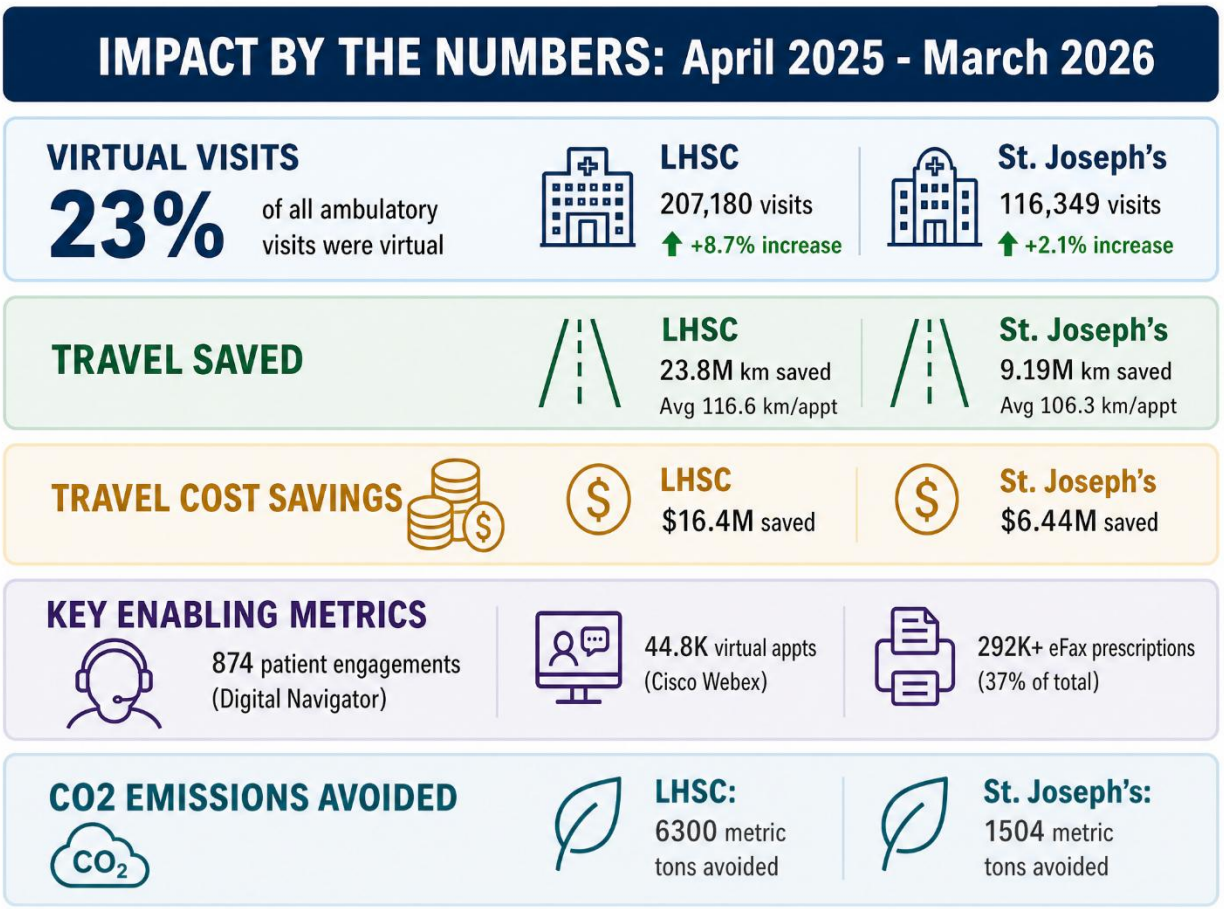


Image description: The "Impact by the Numbers" graphic summarizes virtual care activity and impact from April 2025 to March 2026. Virtual visits represented 23% of all ambulatory visits, with 207,180 virtual visits at LHSC, an 8.7% increase, and 116,349 virtual visits at St. Joseph's, a 2.1% increase. The graphic also highlights travel savings, including 23.8 million kilometres saved at LHSC, an average of 116.6 kilometres per appointment, and 9.19 million kilometres saved at St. Joseph's, an average of 106.3 kilometres per appointment. Estimated travel cost savings were $16.4 million at LHSC and $6.44 million at St. Joseph's. Key enabling metrics include 874 Digital Navigator patient engagements, 44,800 Cisco Webex virtual appointments, and more than 292,000 eFax prescriptions, representing 37% of all prescriptions. The graphic also shows reduced carbon emissions, with 6,300 metric tons avoided at LHSC and 1,504 metric tons avoided at St. Joseph's.

Enabling Technology Highlights

Digital Navigator Program

- Supported 874 patient engagements for first-time virtual care users and those with digital barriers
- Implemented a OneChart referral pathway, generating 160+ proactive referrals ahead of appointments

Virtual Care Expansion (Cisco Webex)

- Enabled 150+ new Webex clinic/clinician accounts and supported 670 active users
- Delivered 44,800 virtual appointments with 60,600 participants (~58,000 participant hours)
- Sent 292,000+ prescriptions via eFax, representing 37% of total prescriptions (up 31% from the previous fiscal year)

Communication & Accessibility Enhancements

- Deployed on-demand remote interpretation for 396 staff
- Made email addresses a mandatory field during outpatient registration, supporting smoother MyCarePortal onboarding
- Completed Single Sign-On (Entra ID) upgrade with no disruption to 100+ virtual appointments

What's Next: Horizons for 2026 and Beyond

As we move forward, we continue refining our workflows and exploring innovative, scalable solutions to ensure care is equitable, effective, and convenient for both staff and patients.

Upcoming Priorities

- **Specialized Geriatric Services (SGS) Quality Improvement (QI) Project:** Implementing video visits that can be conducted in-unit to reduce city-wide hospital travel/transfers and improve patient experience, with the goal of evaluating for city-wide scalability.
- **POST ENT Endocrinology Pilot Phase II:** Digital navigators will expand training to clerical staff to manage virtual rooming and admin-related tasks, paving the way for fewer failed connections and smoother medication reconciliation.
- **Short Message Service (SMS) Messaging:** Going live in Q2 with an enhancement that will enable appointment invitations and reminders to be sent via text message.
- **Seamless MD:** Expansions to Ortho Hip and Knee Arthroplasty, Adult Trauma and Orthopaedic Spine Surgery pathways.
- **Bookable Space at LHSC:** Creating clinician bookable space for virtual care at LHSC.

On the Horizon for 2027 and Beyond

- Building on strong momentum in virtual care delivery, several exciting initiatives are underway to further enhance patient access, equity, and clinical efficiency:
- Increased community engagement and partnerships
- Patient portal awareness and adoption strategy
- Enabling Webex AI assistant
- Continued expansion of Remote Care Management

Virtual Care Program Team

- **Nerissa Taylor** - Manager, Virtual Care Program
- **Samuel Ayoko** - Digital Navigator
- **Gabriele Davey** - Virtual Care Specialist
- **Fadi Fataftah** - Support Analyst
- **Julie Hebert** - Change Management Consultant
- **Stephen King** - Virtual Care Specialist
- **Kate Kingswell** - Virtual Care Specialist
- **Philip Mast** - Digital Navigator
- **Leanne Muszynski** - Change Management Consultant
- **Tyler MacIntosh** - Change Management Consultant
- **Jen Shaw** - Partner Engagement Facilitator

Executive Sponsors

- **Nicole Sumper** — Director, Clinical ITS
- **Dr. Tom Janzen** — Chief Medical Information Officer, LHSC and St. Joseph's
- **Andrew Mes** — Corporate Information Officer, LHSC

Questions or Comments?

Please direct questions or comments regarding this report to:

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