

## Virtual Care Enablement Program

Pandemic Program Support Launched March 16, 2020 – Data Updated to May 21, 2020

*Special thank you to everyone who supported our team in fast-tracking the rollout of virtual care resources & support for physicians and MOAs in BC.*

DTO's Net Promoter Score  
**NPS = 69**  
(50+ considered excellent)

### DTO Guides & Toolkits

<b>For Physicians &amp; Clinical Staff:</b>	
<a href="#">Virtual Care Quick Start Guide</a>	3,090+ downloads
<a href="#">Virtual Care Toolkit</a>	2,370+ downloads
<a href="#">Virtual Care Frequently Asked Questions</a>	630+ downloads
<a href="#">Getting Patients Back to (Blended) Practice Guide</a>	<b>New!</b> 360+ downloads
<a href="#">e-Faxing Guide When Working Remotely</a>	280+ downloads
<b>For Patients:</b>	
<a href="#">Shareable FAQ on Virtual Care for Patients</a>	750+ downloads
<a href="#">Clinic Poster for Patients</a> Visits During COVID-19	640+ downloads 8 languages available

### Webinars

<a href="#">Getting Patients Back to Virtual/Blended Practice Session</a> Includes: <a href="#">Getting Patients Back to (Blended) Virtual/In-Clinic) Practice Guide</a>	<b>New!</b> May 07 '20 280+ attendees 89% value rating 1,020+ views online
<a href="#">Physician Quick Start to Virtual Care Session</a>	800+ attendees 93% value rating 1,680+ views online
<a href="#">MOA Quick Start to Virtual Care Session</a>	400+ attendees 91% value rating 300+ views online
<a href="#">Group Medical Virtual Visits – Physician Drop-In Session</a>	<b>New!</b> May 14 '20. 90+ attendees 100% value rating

### Other DTO Virtual Care Support

- **Daily/Weekly COVID-19 Planning** – with MoH, PHSA & Partner Programs
- **PSP Team** – Support & alignment (vendor training, resource tools, etc.)
- **DoFP Outreach** – Outreach, support needs, alignment
- **EMR Vendor & Technology Engagement** - Managing impacts of change
- **Home Health Monitoring** – Community Providers supporting patients
- **Virtual Provider Networks** – Draft proposals and DoFP engagement
- **Escalations** – eRX, eLab, wet signatures, patient printing

### Feedback from Doctors

- ✓ *The DTO physician drop in calls every Thursday are helpful.*
- ✓ *DTO has been instrumental in getting me started in virtual care.*
- ✓ *I am extremely pleased with the help that the DTO has provided in this time of great stress.*
- ✓ *I was very appreciative of the prompt responses from the DTO!*
- ✓ *DTO arranged a meeting to know details of our telehealth platform, answered my questions, followed up very closely providing useful information as requested and most importantly we were invited to reach to them for any further information or assistance we needed. Thanks to them. Much appreciated.*

### On-Demand Support

**Peer Technology Support Program** 80+ Peer technology subject experts available: 35 GPs, 26 SPs & 24 MOAs. **92% value** rating from mentees receiving support.

**Physician Drop in Support Sessions** 95% average value rating. Thursdays co-hosted with special physician guests. 50 to 100 attendees each week.

**DTO Support Team** 800+ requests since Mar 16. **86% value** rating and **77% highly likely** to refer DTO to others for technology support.

### Tool-Specific Training

#### ZOOM for Healthcare

- [Physician & MOA Guide: Quick Start to ZOOM for Healthcare](#)
- [Training Videos: ZOOM for Healthcare](#) Videos (2), 6 mins each. 370+ views to date.
- [Patient Poster: Quick Start to ZOOM for Healthcare](#)
- [Patient FAQ: ZOOM for Healthcare](#)

#### Doxy.Me

- [Webinar: Doxy.Me Training Session](#) 100% value rating. 270+ views online.
- [Video Tutorials: Doxy.Me](#) Videos (7), 2 mins. each. 330+ views online.

#### Other

- [DTO YouTube Channel](#) **New!** Physician resources/training/videos. 50+ subscribers
- [Webinar: Fongo & Mail Chimp Training Session](#) Communication tools for Physicians. **100% value** rating & 270+ views.

### Technology Licenses/Subsidies

- [Zoom Health Care License](#): 1,000+ PHSA/DoBC licenses accessed to date. GPs/SPs/NPs.
- [SRFax License](#): 900+ GPs accessed eFax solution funding and support to date. Launched May 06 '20