

Virtual Care in Canada: Lexicon

A CHIEF Executive Forum Resource

Acknowledgments

The CHIEF Executive Forum Virtual Care Working Group was formed in 2020 to introduce a standards-based approach to enabling virtual care in Canada. Development of this important resource, and the associated *Virtual Care in Canada: Maturity Model Framework*, is thanks to the dedication of the following professionals:

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Introduction

The Working Group members recognize the challenges and opportunities that exist across all jurisdictions as a result of accelerated adoption and deployment of virtual care services due to COVID-19:

- Lack of common lexicon to describe virtual care services across Canada
- Gaps in standardized approaches to deployment of virtual care and continued re-learning of the same lessons across jurisdictions
- Workflow challenges for clinical, operations, and technical professionals, and patients and caregivers
- Few tools available to assist professionals and patients with information, skills, and education related to use of virtual care services

Leaders recognize that we've moved from "Canada has a long way to go" to "Canada has come a long way." How will we maintain these gains and continue to progress?

It starts with having the right tools. To that end, the Working Group has created two practical Canadian resources: a national, **virtual care maturity model** that will enable organizations, jurisdictions, and institutions to identify where they find themselves on the virtual health journey and what steps they need to take to improve their performance; and an associated **virtual care lexicon** to provide a foundational, common language for virtual care planning across and between jurisdictions and sectors.

The Working Group is committed to providing these resources as foundational elements for virtual care strategy and planning activity across Canada at the national, jurisdictional, and health system level. Together, *Virtual Care in Canada: Maturity Model Framework* and *Virtual Care in Canada: Lexicon* include:

- National maturity model to describe stages of maturity in deployment of virtual care
- Canadian lexicon of virtual care and sub-domain areas

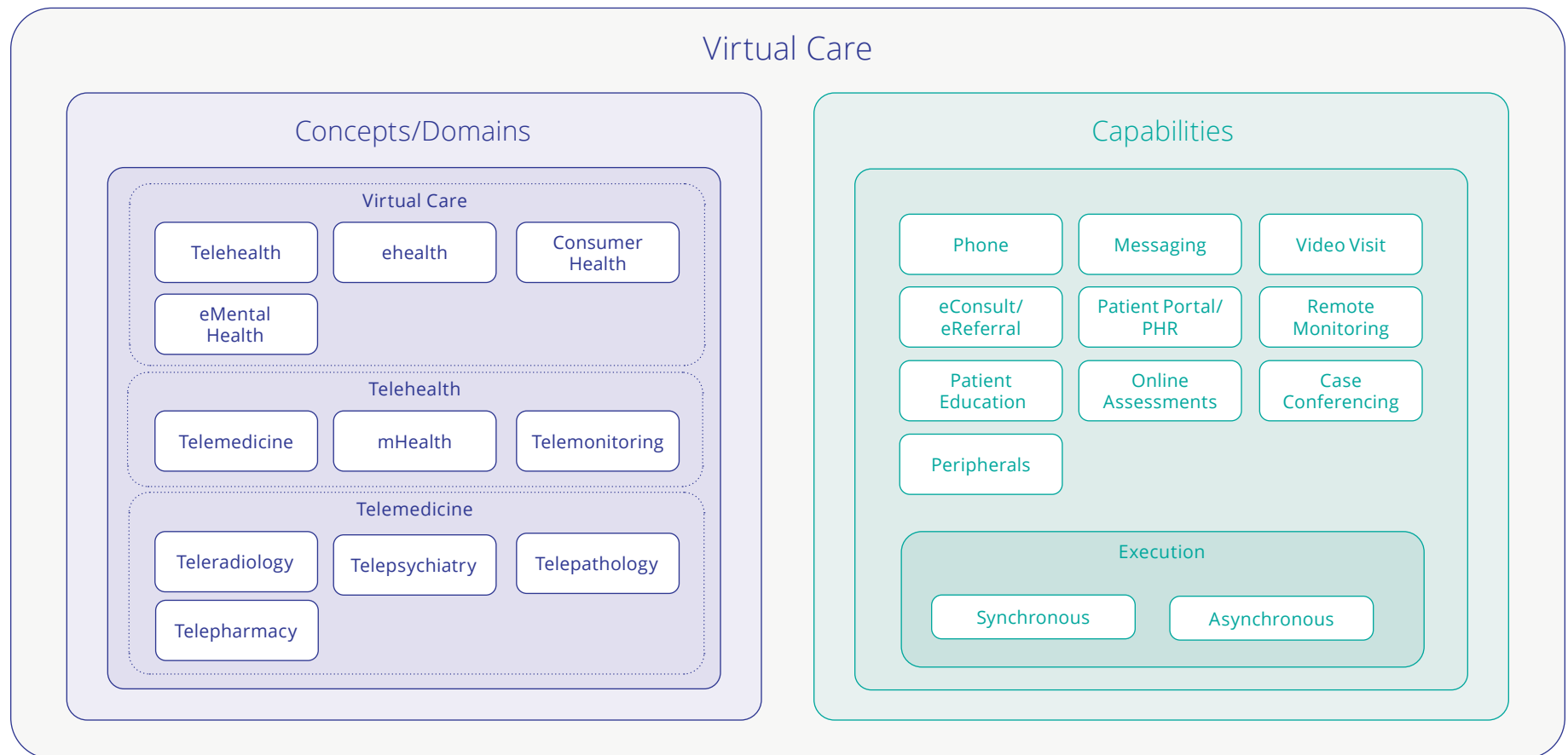
These resources will help leaders:

- Sustain momentum and spur innovation
- Create alignment, direction, and decision-support in virtual care across the country
- Develop business cases for the deployment of virtual care tools
- Support a sustainable virtual care program
- Give jurisdictions a roadmap to assist with budgeting
- Create a guide on lessons learned from organizations who have already done the work
- Create capacity in the current limited-resource environment
- Enable greater sharing
- Encourage cross-organization collaboration
- Support cost reduction/containment

Purpose

Virtual care has become an increasingly popular term used to describe healthcare service delivery as a result of the COVID-19 pandemic with increasing adoption among healthcare providers and patients. Due to an increase in the adoption of virtual care in Canada, The Royal College of Physicians and Surgeons recommend the development of a pan-Canadian lexicon for virtual care.

This lexicon aims to explore the terms and concepts related to virtual care in Canada, their definitions, and the context of use.



Virtual Care¹

DEFINITION

“Any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies, with the aim of facilitating or maximizing the quality and effectiveness of patient care.”

“Virtual care refers to the remote provision of healthcare across the entire patient journey. It shifts the focus from organizations to the people in those organizations. It drops an anchor on the care aspect of health, where there must be communication from healthcare practitioners to the patient. The word virtual is not used to strictly refer to long distance, but it could mean any replication of a real-life situation in healthcare or using a screen to do an activity without any human interaction. For e.g., the concept of Digital Twins, where a digital version of yourself is made with as many data points, and the accessing of patient records through an e-portal respectively.”

See Appendix A for Environmental Scan.

CONCEPT/DOMAINS

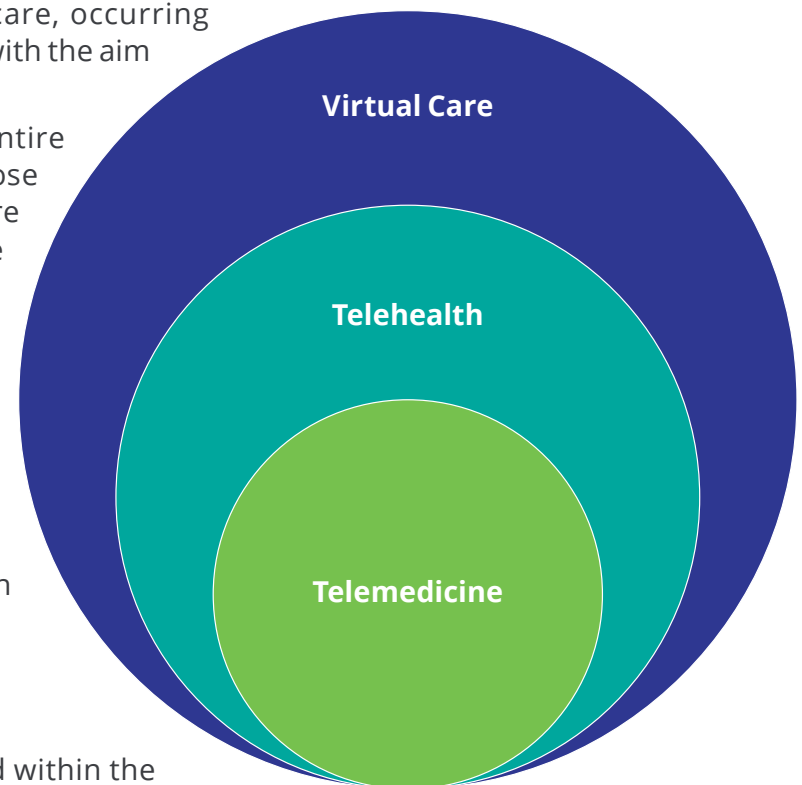
A concept or domain is a type of virtual care. A concept or domain may contain a single or multiple virtual care capabilities.

Detailed descriptions of Concept/Domains are outlined in the following pages.

CAPABILITIES

Capabilities are defined as functions that may be utilized or implemented within the various virtual care concepts and domains. Some capabilities may be delivered/executed both asynchronously and/or synchronously (e.g., patient education) where some may be limited to one delivery method (e.g., video visit).

Detailed descriptions of Capabilities are outlined in the following pages.



1. Virtual Care: <https://www.medmehealth.com/blog/what-is-virtual-care> - https://www.womenscollegehospital.ca/assets/pdf/wihv/WIHV_VirtualHealthSymposium.pdf
- <https://aetonix.com/telehealth-remote-patient-monitoring/telehealth-terms-organizing-the-jargon-into-a-pyramid/>

Concept/Domains

Telehealth²

Delivery of healthcare and related clinical/non-clinical services such as patient to provider interaction, provider to provider interaction, healthcare education, self-care, and health information services remotely using telecommunication technologies such as computers, mobile devices, and wearable devices.

eHealth³

Application of ICT in healthcare in the form of Electronic Health Records, Hospital Information Systems, Remote Monitoring Systems, Electronic Messaging Systems, A practice of Medicine involving usage of Information and Communication Technologies (ICT) by a healthcare provider to administer healthcare to patients who are located remotely Telemedicine in Canada: What it is, Where It's Going, and Why it Matters [Internet]. Benefits by Design. 2019 [cited 2020 Sept 23]. Available from: <https://www.bbd.ca/blog/what-is-telemedicine/> World Health Organization, editor. Telemedicine: opportunities and developments in member states: report on the second Global survey on eHealth. Geneva, Switzerland: World Health Organization; 2010. 93 p. (Global observatory for eHealth series).

2. Telehealth: Admin NM. Telehealth | Canada Health Infoway [Internet]. [cited 2020 Sep 23]. Available from: <https://www.infoway-inforoute.ca/en/solutions/digital-health-foundation/telehealth-telehealth-fact-sheet.pdf> [Internet]. [cited 2020 Sep 23]. Available from: <https://www.cna-aiic.ca/-/media/cna/page-content/pdf-en/telehealth-fact-sheet.pdf> Telehealth: Technology meets healthcare - Mayo Clinic [Internet]. [cited 2020 Sep 23]. Available from: <https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/telehealth/art-20044878> Catalyst N. What Is Telehealth? NEJM Catal [Internet]. 2018 Feb 1 [cited 2020 Sep 23]; Available from: <https://catalyst.nejm.org/doi/abs/10.1056/CAT.18.0268> What is telehealth? How is telehealth different from telemedicine? | HealthIT.gov [Internet]. [cited 2020 Sep 23]. Available from: <https://www.healthit.gov/faq/what-telehealth-how-telehealth-different-telemedicine> | Canada Health Canada Health Infoway [Internet]. [cited 2020 Sep 23]. Available from: <https://www.infoway-inforoute.ca/en/solutions/digital-health-foundation/telehealth-telehealth-fact-sheet.pdf> [Internet]. [cited 2020 Sep 23]. Available from: <https://www.cna-aiic.ca/-/media/cna/page-content/pdf-en/telehealth-fact-sheet.pdf>
3. eHealth: Application of ICT in healthcare in the form of Electronic Health Records, Hospital Information Systems, Remote Monitoring Systems, Electronic Messaging Systems, Telemedicine eHealth - Canada.ca [Internet]. [cited 2020 Sep 23]. Available from: <https://www.canada.ca/en/health-canada/services/health-care-system/ehealth.html> Eysenbach G. What is e-health? J Med Internet Res [Internet]. 2001 Jun 18 [cited 2020 Sep 23];3(2). Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1761894/> WHO | eHealth [Internet]. WHO. World Health Organization; [cited 2020 Sep 23]. Available from: <http://www.who.int/ehealth/en/> - Canada.ca [Internet]. [cited 2020 Sep 23]. Available from: <https://www.canada.ca/en/health-canada/services/health-care-system/ehealth.html> | Eysenbach G. What is e-health? J Med Internet Res [Internet]. 2001 Jun 18 [cited 2020 Sep 23];3(2). Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1761894/> | WHO | Application of ICT in healthcare in the form of Electronic Health Records, Hospital Information Systems, Remote Monitoring Systems, Electronic Messaging Systems, Telemedicine eHealth - Canada.ca [Internet]. [cited 2020 Sep 23]. Available from: <https://www.canada.ca/en/health-canada/services/health-care-system/ehealth.html> Eysenbach G. What is e-health? J Med Internet Res [Internet]. 2001 Jun 18 [cited 2020 Sep 23];3(2). Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1761894/> WHO | eHealth [Internet]. WHO. World Health Organization; [cited 2020 Sep 23]. Available from: <http://www.who.int/ehealth/en/> [Internet]. WHO. World Health Organization; [cited 2020 Sep 23]. Available from: <http://www.who.int/ehealth/en/>

Concept/Domains continued

Consumer Health

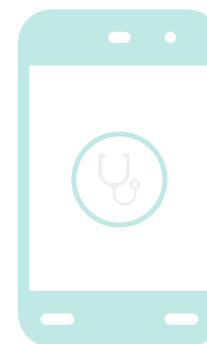
A consumer health application⁴ is an electronic solution that enables the consumer to collect, retrieve, manage, use and share personal information and other health-related data. A consumer health application could include solutions commonly described as personal health records (PHR), patient portals, telehealth and telehomecare (remote patient monitoring), and could be used in mental health, chronic disease management, long-term care, etc.

Consumer health products⁵ are products sold directly to consumers. Unlike prescription drugs, selection and use of consumer health products does not require the oversight of a healthcare practitioner. Health Canada has determined that with enough supporting information and instructions, consumers can safely select and use these products to maintain and improve their health.

Consumer health information⁶ (CHI) is information on health and medical topics provided in response to requests from the general public, including patients and their families (CAPHIS, 1996).

eMental Health⁷

eMental health delivers timely, effective mental health services by using the internet and other related technologies. Shown to be as effective as face-to-face treatment, eMental health can provide the right care solutions when and where people need it.



4. Consumer Health application: <https://www.infoway-inforoute.ca/en/82-our-partners/vendors/certification-services/236-consumer-health-application>

5. Consumer Health products: <https://www.canada.ca/en/health-canada/services/drugs-health-products/public-involvement-consultations/natural-health-products/framework-consumer-health-products.html>

6. Consumer Health Information <https://libguides.mssm.edu/consumer-health-information>

7. eMental Health: Christensen H, Griffiths KM, Evans K. (2002). e-Mental Health in Australia: Implications of the Internet and Related Technologies for Policy. ISC Discussion Paper No 3.

Concept/Domains continued

Telemedicine⁸

A practice of medicine involving usage of Information and Communication Technologies (ICT) by a healthcare provider to administer healthcare to patients. Historically, this was predominately for patients/families who are located remotely however this no longer the case.



mHealth⁹

mHealth is a term used for medical and public health practices supported by mobile devices, such as mobile phones, patient monitoring devices, Personal Digital Assistants (PDAs), and other wireless devices. mHealth applications include the use of mobile devices in collecting community and clinical health data, delivery of healthcare information to practitioners, researchers, and patients, real-time monitoring of patient vital signs, and direct provision of care.

8. Telemedicine: What is telehealth? How is telehealth different from telemedicine? | HealthIT.gov [Internet]. [cited 2020 Sep 23]. Available from: <https://www.healthit.gov/faq/what-telehealth-how-telehealth-different-telemedicine> | A practice of Medicine involving usage of Information and Communication Technologies (ICT) by a healthcare provider to administer healthcare to patients who are located remotely Telemedicine in Canada: What it is, Where It's Going, and Why it Matters [Internet]. Benefits by Design. 2019 [cited 2020 Sep 23]. Available from: <https://www.bbd.ca/blog/what-is-telemedicine/> World Health Organization, editor. Telemedicine: opportunities and developments in member states: report on the second Global survey on eHealth. Geneva, Switzerland: World Health Organization; 2010. 93 p. (Global observatory for eHealth series). in Canada: What it is, Where It's Going, and Why it Matters [Internet]. Benefits by Design. 2019 [cited 2020 Sep 23]. Available from: <https://www.bbd.ca/blog/what-is-telemedicine/> | World Health Organization, editor. A practice of Medicine involving usage of Information and Communication Technologies (ICT) by a healthcare provider to administer healthcare to patients who are located remotely Telemedicine in Canada: What it is, Where It's Going, and Why it Matters [Internet]. Benefits by Design. 2019 [cited 2020 Sep 23]. Available from: <https://www.bbd.ca/blog/what-is-telemedicine/> World Health Organization, editor. Telemedicine: opportunities and developments in member states: report on the second Global survey on eHealth. Geneva, Switzerland: World Health Organization; 2010. 93 p. (Global observatory for eHealth series). : opportunities and developments in member states: report on the second Global survey on Application of ICT in healthcare in the form of Electronic Health Records, Hospital Information Systems, Remote Monitoring Systems, Electronic Messaging Systems, Telemedicine eHealth - Canada.ca [Internet]. [cited 2020 Sep 23]. Available from: <https://www.canada.ca/en/health-canada/services/health-care-system/ehealth.html> Eysenbach G. What is e-health? J Med Internet Res [Internet]. 2001 Jun 18 [cited 2020 Sep 23];3(2). Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1761894/> WHO | eHealth [Internet]. WHO. World Health Organization; [cited 2020 Sep 23]. Available from: <http://www.who.int/ehealth/en/>. Geneva, Switzerland: World Health Organization; 2010. 93 p. (Global observatory for Application of ICT in healthcare in the form of Electronic Health Records, Hospital Information Systems, Remote Monitoring Systems, Electronic Messaging Systems, Telemedicine eHealth - Canada.ca [Internet]. [cited 2020 Sep 23]. Available from: <https://www.canada.ca/en/health-canada/services/health-care-system/ehealth.html> Eysenbach G. What is e-health? J Med Internet Res [Internet]. 2001 Jun 18 [cited 2020 Sep 23];3(2). Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1761894/> WHO | eHealth [Internet]. WHO. World Health Organization; [cited 2020 Sep 23]. Available from: <http://www.who.int/ehealth/en/>
9. <http://www.who.int/ehealth/en/series/mHealth>: <https://www.who.int/data/gho/indicator-metadata-registry/imr-details/4774>

Concept/Domains continued

Telemonitoring¹⁰

Monitoring and electronic transmission of patient health status between geographically separated individuals using ICT by web based, phone based or automated electronic data entry.

Teleradiology¹¹

Usage of ICT to electronically transfer radiological images such as CT, MRI, ultrasound, nuclear medicine studies from one location to another or provide access to such data from a remote location without making a copy for interpretation and/or consultation.

Telepsychiatry¹²

Branch of telemedicine involving delivery of psychiatric services including evaluations, therapy, patient education and care using ICT.

10. Telemonitoring: Monitoring and electronic transmission of patient health status between geographically separated individuals using ICT by web based, phone based or automated electronic data entry Also known as remote patient monitoring or home health monitoring - an overview | ScienceDirect Topics [Internet]. [cited 2020 Sep 23]. Available from: <https://www.sciencedirect.com/topics/nursing-and-health-professions/telemonitoring> | Implementing telemonitoring in primary care: learning from a large qualitative dataset gathered during a series of studies | BMC Family Practice | Full Text [Internet]. [cited 2020 Sep 23]. Available from: <https://bmcfampract.biomedcentral.com/articles/10.1186/s12875-018-0814-6>
11. Teleradiology: Teleradiology-2008.pdf [Internet]. [cited 2020 Sep 23]. Available from: <https://car.ca/wp-content/uploads/Teleradiology-2008.pdf> | Burute N, Jankharia B. Electronic transmission of radiological images such as CT, MRI, ultrasound, nuclear medicine studies from one location to another for interpretation and/or consultation Teleradiology-2008.pdf [Internet]. [cited 2020 Sep 23]. Available from: <https://car.ca/wp-content/uploads/Teleradiology-2008.pdf> Burute N, Jankharia B. Teleradiology: The Indian perspective. Indian J Radiol Imaging. 2009 Feb;19(1):16–8. What is Teleradiology? A Definition of Services & History - eVisit [Internet]. [cited 2020 Sep 23]. Available from: <https://evisit.com/resources/what-is-teleradiology/> : The Indian perspective. Indian J Radiol Imaging. 2009 Feb;19(1):16–8. | What is Electronic transmission of radiological images such as CT, MRI, ultrasound, nuclear medicine studies from one location to another for interpretation and/or consultation Teleradiology-2008.pdf [Internet]. [cited 2020 Sep 23]. Available from: <https://car.ca/wp-content/uploads/Teleradiology-2008.pdf> Burute N, Jankharia B. Teleradiology: The Indian perspective. Indian J Radiol Imaging. 2009 Feb;19(1):16–8. What is Teleradiology? A Definition of Services & History - eVisit [Internet]. [cited 2020 Sep 23]. Available from: <https://evisit.com/resources/what-is-teleradiology/> ? A Definition of Services & History - eVisit [Internet]. [cited 2020 Sep 23]. Available from: <https://evisit.com/resources/what-is-teleradiology/>
12. Telepsychiatry: Branch of telemedicine involving delivery of psychiatric services including evaluations, therapy, patient education and care using ICT Telepsychiatry Guidelines and Procedures For Clinical Activities. :56. What is Telepsychiatry? [Internet]. [cited 2020 Sep 23]. Available from: <https://www.psychiatry.org/patients-families/what-is-telepsychiatry> Baycrest Centre - Telepsychiatry Service [Internet]. [cited 2020 Sep 23]. Available from: <http://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Centre-for-Mental-Health/Outpatient-Mental-Health-Program/Telepsychiatry-Service> Guidelines and Procedures For Clinical Activities. :56. | What is Branch of telemedicine involving delivery of psychiatric services including evaluations, therapy, patient education and care using ICT Telepsychiatry Guidelines and Procedures For Clinical Activities. :56. What is Telepsychiatry? [Internet]. [cited 2020 Sep 23]. Available from: <https://www.psychiatry.org/patients-families/what-is-telepsychiatry> Baycrest Centre - Telepsychiatry Service [Internet]. [cited 2020 Sep 23]. Available from: <http://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Centre-for-Mental-Health/Outpatient-Mental-Health-Program/Telepsychiatry-Service> ? [Internet]. [cited 2020 Sep 23]. Available from: <https://www.psychiatry.org/patients-families/what-is-telepsychiatry> Baycrest Centre - Branch of telemedicine involving delivery of psychiatric services including evaluations, therapy, patient education and care using ICT Telepsychiatry Guidelines and Procedures For Clinical Activities. :56. What is Telepsychiatry? [Internet]. [cited 2020 Sep 23]. Available from: <https://www.psychiatry.org/patients-families/what-is-telepsychiatry> Baycrest Centre - Telepsychiatry Service [Internet]. [cited 2020 Sep 23]. Available from: <http://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Centre-for-Mental-Health/Outpatient-Mental-Health-Program/Telepsychiatry-Service> Service [Internet]. [cited 2020 Sep 23]. Available from: <http://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Centre-for-Mental-Health/Outpatient-Mental-Health-Program/Telepsychiatry-Service>

Concept/Domains continued

Telepathology¹³

Usage of ICT to electronically transfer pathology data between remote locations or provide access to such data from a remote location without making a copy in the form of an image or video for purpose of diagnosis, research, education and external quality assessment.

Telepharmacy¹⁴

Use of telecommunication technology by pharmacists to oversee aspects of pharmacy operations or provide patient-care service.



13. Aleksandra Zuraw. Usage of ICT to electronically transfer pathology data between remote locations in the form of an image or video for purpose of diagnosis, research, education and external quality assessment Aleksandra Zuraw. Telepathology in the Era of COVID-19 [Internet]. eureka. 2020 [cited 2020 Sep 23]. Available from: <https://eureka.criver.com/telepathology-in-the-era-of-covid-19/Overview-of-Telepathology-Surgical-Pathology-Clinics> [Internet]. [cited 2020 Sep 23]. Available from: [https://www.surgpath.theclinics.com/article/S1875-9181\(15\)00036-7/abstract](https://www.surgpath.theclinics.com/article/S1875-9181(15)00036-7/abstract) in the Era of COVID-19 [Internet]. eureka. 2020 [cited 2020 Sep 23]. Available from: <https://eureka.criver.com/telepathology-in-the-era-of-covid-19> | Overview of Usage of ICT to electronically transfer pathology data between remote locations in the form of an image or video for purpose of diagnosis, research, education and external quality assessment Aleksandra Zuraw. Telepathology in the Era of COVID-19 [Internet]. eureka. 2020 [cited 2020 Sep 23]. Available from: <https://eureka.criver.com/telepathology-in-the-era-of-covid-19/Overview-of-Telepathology-Surgical-Pathology-Clinics> [Internet]. [cited 2020 Sep 23]. Available from: [https://www.surgpath.theclinics.com/article/S1875-9181\(15\)00036-7/abstract](https://www.surgpath.theclinics.com/article/S1875-9181(15)00036-7/abstract)
14. Telepharmacy: <https://www.medmehealth.com/blog/what-is-virtual-care>

Capabilities

Capabilities are defined as functions that may be utilized or implemented within the various virtual care concepts and domains. Some capabilities may be delivered/executed both asynchronously and/or synchronously (e.g., patient education) where some may be limited to one delivery method (e.g., video visit).

Phone

Act of using a telephone to communicate with patients/families. This is a synchronous form of virtual care.

Messaging

This is an asynchronous form of virtual care whereby the care team communicates through secure messages. This could include but not limited to: patient to clinician, clinician to clinician, patient to admin.

Video Visit

This is a synchronous form of virtual care where the care team connects via video enabled application. This could include patient to clinician, clinician to clinician, etc.

eConsult/eReferral

Electronic communication between clinicians related to referral or consult of a patient.

We acknowledge that eConsult and eReferral are terms which can be used interchangeably with no definitive difference in term. Depending on the jurisdiction or functionality either term may be used. We do not seek to clarify that in this Lexicon and simply recognize it as the ability to communication between clinicians regarding the care of the patient.

Patient Portal/PHR¹⁵

A personal health record, or PHR, is an electronic application through which patients can maintain and manage their health information (and that of others for whom they are authorized) in a private, secure, and confidential environment.

15. Patient Portal/PHR: <https://www.healthit.gov/faq/what-personal-health-record-0#:~:text=A%20personal%20health%20record%2C%20or,%2C%20secure%2C%20and%20confidential%20environment>

Capabilities continued

Remote Monitoring¹⁶

Remote patient monitoring (RPM) uses digital technologies to collect medical and other forms of health data from individuals in one location and electronically transmit that information securely to healthcare providers in a different location for assessment and recommendations. This type of service allows a provider to continue to track healthcare data for a patient once released to home or a care facility, reducing readmission rates.

Monitoring programs can collect a wide range of health data from the point of care, such as vital signs, weight, blood pressure, blood sugar, blood oxygen levels, heart rate, and electrocardiograms.

Remote patient monitoring is a capability as well as a domain/concept.

Patient Education¹⁷

Patient education can be defined as the process of influencing patient behavior and producing the changes in knowledge, attitudes and skills necessary to maintain or improve health. Patient education can be completed through virtual means both synchronously or asynchronously

Online Assessments

Virtual technologies can support chatbots, self-assessment tools, screening tools, risk assessments tools.

Case Conferencing¹⁸

Meetings or discussions held concurrently between clinicians, arranged in advance, to discuss a patient in detail, and to coordinate care. The meeting may involve discussion of an individual patient's case or multiple patient cases. Multidisciplinary case conferences ensure that a patient's multidisciplinary care needs are met through a planned and coordinated approach. Virtual technologies can support clinicians building a coordinated and inter-professional care plan.

Peripherals¹⁹

The use of technologies to gather patient clinical parameters to enhance an advanced level of patient and provider interaction including for example vital signs, physiologic findings such as images, heart and breath sounds, ECG's and endoscopy results. May include, but not limited to, the use of peripheral clinical equipment to perform remote location patient exams.

16. Remote patient monitoring: <https://www.cchpca.org/about/about-telehealth/remote-patient-monitoring-rpm>

17. Patient Education: <https://www.aafp.org/afp/2000/1001/p1712.html>

18. Case conferencing: <https://meteor.aihw.gov.au/content/index.phtml/itemId/614408>

19. Thompson, K.A. Extracts from personal communication, October 24, 2020

Execution

Virtual care capabilities may be delivered or executed either synchronously, asynchronously, or both.

Synchronous²⁰

Involves the use of technology to enable individuals or care teams to interact with their care in live/real time (or synchronously) format. Examples include phone, video visits, online education programs .



Asynchronous

Involves the use of technology to enable individuals or care teams to interact with their care through methods that do not require real time interaction e.g., messaging, patient education, review of patient documentation, toolkits, personal health records that patients have access to.



20. Synchronous: https://www.cadth.ca/sites/default/files/pdf/O0427_Real-Time-%28Synchronous%29-Asynchronous-Telehealth_to_e.pdf

Appendix A: Compare/Contrast

Virtual Care

Definition

“Any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies, with the aim of facilitating or maximizing the quality and effectiveness of patient care.”^{21,22}

“Virtual care refers to the remote provision of healthcare across the entire patient journey. It shifts the focus from organizations to the people in those organizations. It drops an anchor on the care aspect of health, where there must be communication from healthcare practitioners to the patient. The word virtual is not used to strictly refer to long distance, but it could mean any replication of a real-life situation in healthcare or using a screen to do an activity without any human interaction. For e.g., the concept of Digital Twins, where a digital version of yourself is made with as many data points, and the accessing of patient records through an e-portal respectively.”²³

Differences

“More a broad concept than a precise term. Involves application of technology to improve the flow of information between patients and their healthcare teams (and within those teams themselves).”²⁴

“Think of it as an umbrella term that encompasses all the different terms that follow.”²⁵

“Virtual care can be a great perk for employees. It offers veterinarians the opportunity to work remotely, whether it’s from home or while out of town on a working vacation. That added flexibility can make it easier to attract talented associates, especially those looking for a less traditionally structured work environment and better work-life balance. Virtual care allows them to work outside traditional office hours and still generate income for the hospital while providing a valuable service to your clients.”²⁶

21. <https://www.medmehealth.com/blog/what-is-virtual-care>

22. https://www.womenscollegehospital.ca/assets/pdf/wihv/WIHV_VirtualHealthSymposium.pdf

23. <https://aetonix.com/telehealth-remote-patient-monitoring/telehealth-terms-organizing-the-jargon-into-a-pyramid/>

24. https://www.womenscollegehospital.ca/assets/pdf/wihv/WIHV_VirtualHealthSymposium.pdf

25. https://www.aaha.org/globalassets/05-pet-health-resources/virtual_care.pdf

26. https://www.aaha.org/globalassets/05-pet-health-resources/virtual_care.pdf

Appendix A continued

Telemedicine

Definition

“Remote clinical services such as diagnosis and treatment of patients by means of telecommunications technology that can collect data (such as sensors, and vital-sign or health-status monitoring) and those that enable communication (videoconferencing, text-messaging, mobile apps, and voice calls).”²⁷

“Use of electronic communications and information technologies to provide clinical services when participants are at different locations.”²⁸

“...‘telemedicine’ narrowly as activities involving two-way, real time interactive communication between the patient and the physician or practitioner at [a] distant site.”²⁹

“Telemedicine is medicine at a distance/ As such, it encompasses the whole range of medical activities including diagnosis, treatment and prevention of disease, continuing education of health-care providers and consumers, and research and evaluation.”³⁰

Differences

“Specifically refers to clinical services: Diagnosis and treatment of various medical conditions without in-person appointments; Subset of telehealth.”³¹

“Telemedicine strictly refers to virtual visits and store and forward technology. It addresses the diagnosis and treatment of a condition in a patient’s continuum of care, not the whole spectrum of a patient’s journey as virtual care does. Or if one is feeling generous, it could more broadly mean the administration of the relationship between a patient and physician using telecommunications. Its application is solely clinical.”³²

“All telemedicine is telehealth, but not all telehealth is telemedicine.”³³

27. <http://www.medcan.com/medcan-insights/workforce-wellness/decoding-virtual-health/>

28. <https://www.medmehealth.com/blog/what-is-virtual-care>

29. <https://link.springer.com/article/10.1007/s11606-017-4082-2>

30. https://www.researchgate.net/profile/Victor_Patterson/publication/43528431_Introduction_to_Telemedicine/links/00b49537736c3bfe0e000000.pdf

31. <https://www.medmehealth.com/blog/what-is-virtual-care>

32. <https://aetonix.com/telehealth-remote-patient-monitoring/telehealth-terms-organizing-the-jargon-into-a-pyramid/>

33. <https://chironhealth.com/blog/telemedicine-vs-telehealth-whats-the-difference/>

Appendix A continued

Telehealth

Definition

"...(frequently used term in the U.S.) interchangeable with telemedicine: distinct domains of applications including clinical and non-clinical services like live video visit (synchronous); store-and-forward (asynchronous) transmission of recorded health history through electronic communication; remote patient monitoring to collect personal health and medical data; mobile health, where public health and education is supported by cell phones or tablets with targeted health promotion text messages or wide-scale alerts about disease outbreaks."³⁴

"Use of electronic information and telecommunication technologies to support long-distance clinical healthcare, patient professional health-related education, public health and administration."³⁵

"With Telehealth, one is zooming in on care providers and the patient. Other parties are privy to the term as well, but not as much as the dyadic relationship between care providers and the patient. It is the provision of remote care via telecommunications, which include three main mediums currently. Virtual visits, store and forward and remote patient monitoring. These three mediums are recognized by CMS and reimbursed differently from state to state. Telehealth captures them all, plus nonclinical services as well which have spilled into popular culture. Wearables that track vital signs, sleep and connectivity are part of this as well."³⁶

"Telehealth is the overarching term that encompasses all uses of technology to deliver health information, education, or care remotely."³⁷

"...broadly as involving electronic and telecommunications technologies to "support and promote long-distance clinical healthcare, patient and professional health-related education, and public health and administration."³⁸

"Telehealth refers to public health services delivered at a distance, to people who are not necessarily unwell, but who wish to remain well and independent."³⁹

34. <http://www.medcan.com/medcan-insights/workforce-wellness/decoding-virtual-health/>

35. <https://www.medmehealth.com/blog/what-is-virtual-care>

36. <https://aetonix.com/telehealth-remote-patient-monitoring/telehealth-terms-organizing-the-jargon-into-a-pyramid/>

37. https://www.aaha.org/globalassets/05-pet-health-resources/virtual_care.pdf

38. <https://link.springer.com/article/10.1007/s11606-017-4082-2>

39. https://www.researchgate.net/profile/Victor_Patterson/publication/43528431_Introduction_to_Telemedicine/links/00b49537736c3bfe0e000000.pdf

Appendix A continued

Telehealth

Differences

“Includes remote clinical services and remote non-clinical services.”⁴⁰

“The three terms namely: Telemedicine, Remote Care and mHealth, are all under Telehealth.”⁴¹

“Telemedicine is a subcategory of telehealth that involves the use of a tool to exchange medical information electronically from one site to another to improve a patient’s clinical health status.”⁴²

“Start by thinking of telehealth as a tool that helps you practice better medicine. Like any tool, it’s not intended to replace your practice—it’s intended to augment the care you deliver already.”⁴³

“The terms telehealth and telemedicine are often used interchangeably. They are, however, different. [...]Telehealth is a more inclusive term.”⁴⁴

“While telemedicine refers specifically to remote clinical services, telehealth can refer to remote non-clinical services, such as provider training, administrative meetings, and continuing medical education, in addition to clinical services. According to WHO, telehealth includes, “Surveillance, health promotion and public health functions.”⁴⁵

Similarities

All involve the transfer of information about health-related issues between one or more sites, so that the health of individuals and their communities can be advanced. In other words, information is moved, not the providers or recipients of healthcare.”⁴⁶

Both [telehealth and telemedicine] are part of the larger effort to expand access to care, make health management easier for patients and improve the efficiency of the healthcare delivery network.”⁴⁷

40. <https://www.medmehealth.com/blog/what-is-virtual-care>

41. <https://aetonix.com/telehealth-remote-patient-monitoring/telehealth-terms-organizing-the-jargon-into-a-pyramid/>

42. https://www.aaha.org/globalassets/05-pet-health-resources/virtual_care.pdf

43. https://www.aaha.org/globalassets/05-pet-health-resources/virtual_care.pdf

44. <https://www.jabfm.org/content/jabfp/29/4/430.full.pdf>

45. <https://chironhealth.com/blog/telemedicine-vs-telehealth-whats-the-difference/>

46. https://www.researchgate.net/profile/Victor_Patterson/publication/43528431_Introduction_to_Telemedicine/links/00b49537736c3bfe0e000000.pdf

47. <https://chironhealth.com/blog/telemedicine-vs-telehealth-whats-the-difference/>

Appendix B: Environmental Scan of Virtual Care Related Terms Across Jurisdictions

Key Takeaways

Virtual care definition consistent across jurisdictions

Emphasis on connection between patient and provider remotely using various online platforms.

Telehealth definition consistent across jurisdictions

Emphasis on telehealth as a way to deliver remote healthcare using ICTs.
Telehealth applications include both clinical and non-clinical services.

Telemedicine definition consistent across jurisdictions

Emphasis on telemedicine as the provision of medical expertise for the purpose of diagnosis and patient care by means of ICTs where the patient and the provider are separated by distance.



Appendix B continued

ALBERTA

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“For some health problems, a quick visit online with a doctor or nurse may be an option. This kind of visit is called virtual care. It can also be called telemedicine or telehealth. Some hospitals and clinics offer virtual care as another way for you to see a doctor.”⁴⁸</p>	<p>“Telehealth is the delivery of health-related services and information at a distance using videoconference technology through one of the largest Telehealth networks in North America.”⁴⁹</p> <p>“Telehealth (often called videoconference) is a secure technology in healthcare facilities across Alberta that connects healthcare providers with patients in different locations. In a telehealth session, you can see, hear, and talk to your healthcare provider without traveling to where they are.”⁵⁰</p>	<p>“For the purpose of this Standard, ‘telemedicine’ means the provision of medical diagnosis and patient care through electronic communication where the patient and the provider are in different locations.”⁵¹</p>

48. <https://myhealth.alberta.ca/health/AfterCareInformation/pages/conditions.aspx?hwid=acg9297>

49. <https://www.albertahealthservices.ca/info/Page15734.aspx>

50. <https://www.albertahealthservices.ca/findhealth/Service.aspx?id=7371&serviceAtFacilityID=1088119>

51. <http://www.cpsa.ca/standardspractice/telemedicine/>

Appendix B continued

BRITISH COLUMBIA

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“Virtual health is a patient-centered care model focused on connecting patients, families and providers, using technology to optimize wellness, special care and outcomes.”⁵²</p>	<p>“The use of communications and information technology to deliver health and healthcare services and information over large and small distances. Telehealth uses the transmission of voice, data, images, and information rather than moving clients, health provider, or educators.”⁵³</p> <p>“Telehealth in the broadest sense is the delivery of healthcare services at a distance using telecommunications technology[...] Applications of telehealth can be broadly divided into clinical (clients or patients directly benefit from the service) or non-clinical.”⁵⁴</p>	<p>“A medical service provided remotely via information and communication technology.”</p> <p>“Telemedicine has been defined as “the provision of medical expertise for the purpose of diagnosis and patient care by means of telecommunications and information technology where the patient and provider are separated by distance.”⁵⁵</p>

52. <http://www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health#:~:text=Virtual%20Health%20is%20a%20patient,wellness%2C%20specialty%20care%20and%20outcomes>

53. http://www.phsa.ca/Documents/Telehealth/TH_Clinical_Guidelines_Sept2015.pdf

54. <http://www.bcchildrens.ca/mental-health-services-site/Documents/Practice%20Guidelines%20for%20Video-based%20Telehealth%20Services-2014.pdf>

55. <https://bcmj.org/articles/telemedicine-primary-care-who-are-current-users-british-columbia>

Appendix B continued

MANITOBA

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“A virtual visit includes a phone or video appointment with a patient.”⁵⁶</p>	<p>“Telehealth is the process of using information and communications technologies (ICTs) to deliver health information, services and expertise over short and long distances. Telehealth applications are important tools for enhancing healthcare delivery, particularly in rural and remote areas where healthcare resources and expertise are often scarce or non-existent. Examples of Telehealth: teleconsultation such as telemedicine, teleimaging, telepsychiatry.”⁵⁷</p>	<p>“Telemedicine is defined as a medical service provided to a patient presenting at an approved telemedicine site, through the recording of visual images and transmission of those images to a receiving physician at an approved telemedicine site.”⁵⁸</p>

56. <https://doctorsmanitoba.ca/covid/virtualcare/#:~:text=A%20virtual%20visit%20includes%20a,with%20phone%20and%20video%20contact.>

57. <http://mchp-appserv.cpe.umanitoba.ca/viewDefinition.php?definitionID=103872>

58. <https://doctorsmanitoba.ca/compensation-advocacy/billing/general-schedule/telemedicine-services/>

Appendix B continued

NEW BRUNSWICK

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
		<p>“Telemedicine is the use of communication and information technology to deliver medical services and information over distances.”⁵⁹</p> <p>“A physician delivered health service provided to a patient at a designated telehealth site through the use of video technology, including store and forward. The patient must be in attendance at the sending site and the physician at the receiving site at the time of the video capture.</p> <p>Video technology means the recording, reproducing and broadcasting of visual images. Store and forward is defined as a system that provides the ability to capture and store text, audio, static and video images and forward them for the review and opinion of a physician.”⁶⁰</p>

59. <https://cpsnb.org/en/medical-act-regulations-and-guidelines/regulations/419-regulation-13-telemedicine-regulation#:~:text=Telemedicine%20is%20the%20use,and%20frequency%20of%20such%20service.>

60. https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/Physicians/new_brunswick_physicians_manual.pdf

Appendix B continued

NEWFOUNDLAND AND LABRADOR

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“Virtual care is in many ways just like a regular appointment, but it uses a phone call or videoconferencing to connect a patient to their doctor or healthcare provider.”⁶¹</p>	<p>“Telehealth/Telemedicine - is used interchangeably. Telehealth refers broadly to all client and healthcare provider consultations using videoconferencing. The College of Physicians and Surgeons of Newfoundland and Labrador (CPSNL) and Medical Care Plan (MCP) use the term Telemedicine to refer to videoconferencing appointments held primarily for medical consultation.”⁶²</p>	<p>“Telemedicine is the provision of medical expertise for the purpose of diagnosis and patient care by means of telecommunications and information technology where the patient and the provider are separated by distance. Telemedicine may include, but is not limited to, the provision of pathology, medical imaging, and patient consultative services.”⁶³</p>

61. <https://virtualcarenl.ca/#:~:text=Virtual%20care%20helps%20ensure%20social,videoconference%20for%20health%20care%20appointments.>

62. https://www.nlchi.nl.ca/images/Provincial_Telehealth_Manual_September_2017.pdf

63. <https://www.cpsnl.ca/web/files/2017-Mar-11%20-%20Telemedicine.pdf>

Appendix B continued

NORTHWEST TERRITORIES

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“NWT Virtual Care allows you to have a care appointment virtually. This means that you can talk with your care provider over the phone or video and do not have to go to the health centre or clinic to see them.”⁶⁴</p>	<p>“NWT Telehealth connects patients in their home communities with healthcare providers in other locations through secure video conferencing. This means that you can see, hear and talk to a specialist from a TV monitor without leaving your home community.”⁶⁵</p>	

64. <https://www.nthssa.ca/en/services/nwt-virtual-care#:~:text=NWT%20Virtual%20Care%20allows%20you,or%20clinic%20to%20see%20them.&text=NWT%20Virtual%20Care%20is%20a,the%20NTHSSA%2C%20TCSA%20and%20HRHSSA>

65. <https://www.hss.gov.nt.ca/en/services/nwt-healthnet/telehealth#:~:text=NWT%20Telehealth%20connects%20patients%20in,without%20leaving%20your%20home%20community>

Appendix B continued

NOVA SCOTIA

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“This includes synchronous virtual care tools, from telephone to electronic medical record-integrated solutions, as well as the fee codes being used to provide safe and effective healthcare to Nova Scotians.”⁶⁶</p>	<p>“The TeleHealth Network uses telecommunications to transmit medical data, video images and audio between doctors and other healthcare workers at two or more locations. The state-of-the-art network also allows doctors and other healthcare workers to consult face to face while working in different communities. Nurses, doctors and others can use the network to participate in continuing education sessions without having to leave their communities.”⁶⁷</p>	<p>“Telemedicine is the provision of medical expertise for the purpose of diagnosis or patient care by means of telecommunications and information technology where the patient and the provider are separated by distance. Telemedicine may include, but is not limited to, the provision of pathology, medical imaging, and patient consultative services.”⁶⁸</p>

66. <https://doctorsns.com/contract-and-support/e-health/virtual-care>

67. <https://novascotia.ca/news/release/?id=19990604002>

68. <https://cpsns.ns.ca/resource/telemedicine-services/>

Appendix B continued

NUNAVUT

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
	<p>“Telehealth provides healthcare services and exchanges health information through electronic information and communication technology. Telehealth is the use of video conferencing equipment to connect health-care providers and their patients/clients in different physical locations. Telehealth enables patients/clients to see, hear and talk to their health-care provider on a television screen.”⁶⁹</p>	

69. <https://www.gov.nu.ca/health/information/telehealth>

Appendix B continued

ONTARIO

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“Any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies, with the aim of facilitating or maximizing the quality and effectiveness of patient care.”⁷⁰</p>	<p>“Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse. That means quick, easy access to a qualified health professional, who can assess your symptoms and help you decide your best first step. We can help you decide whether to care for yourself, make an appointment with your doctor, go to a clinic, contact a community service or go to a hospital emergency room.”⁷¹</p>	<p>“Both the practice of medicine and a way to provide or assist in the provision of patient care (which includes consulting with and referring patients to other health-care providers, and practicing telemedicine across borders) at a distance¹ using information and communication technologies such as telephone, email, audio and video conferencing, remote monitoring, and telerobotics.”⁷²</p>

70. https://www.womenscollegethospita.ca/assets/pdf/wihv/WIHV_VirtualHealthSymposium.pdf

71. <http://www.londonfht.ca/telehealth-ontario/>

72. <https://www.cpsso.on.ca/Physicians/Policies-Guidance/Policies/Telemedicine#:~:text=Telemedicine%3A%20Both%20the%20practice%20of,communication%20technologies%20such%20as%20telephone>

Appendix B continued

PRINCE EDWARD ISLAND

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
"Virtual care allows you and your health-care provider to practice physical distancing during the pandemic." ⁷³	"Telehealth is defined as the delivery of healthcare services via the telephone, computer, or by other technological means." ⁷⁴	"The use of electronic information and communication technologies to provide and support healthcare when distance separates the participants." ⁷⁵

73. <https://www.princeedwardisland.ca/en/information/health-pei/virtual-care-during-covid-19>

74. <https://immediac.blob.core.windows.net/crnpei/pdf/Practice%20Directives/Practice%20Directive%20-%20Telehealth%20Nursing%20Practice%202019-12-06.pdf>

75. <https://www.nap.edu/read/6413/chapter/14>

Appendix B continued

QUEBEC

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>Virtual care is defined broadly in Quebec as “the practice of medicine at a distance using information and communication technologies.”⁷⁶</p> <p>Virtual care in Quebec includes teleconsultation, teleexpertise, telemonitoring, and teleassistance.</p> <p>Technologies used include telephone, email, secure text messaging, videoconference, and remote home monitoring.</p>	<p>“Telehealth is defined as the delivery of healthcare services via the telephone, computer, or by other technological means.”⁷⁷</p> <p>“Clinical telehealth refers to the delivery of remote healthcare using information and communications technologies (ICT). It allows consultations, monitoring and clinical follow-up to be provided at a distance. It is much more than a set of technologies: it supports the implementation of integrated service networks by facilitating communication between multiple stakeholders.”</p>	<p>“The use of electronic information and communication technologies to provide and support healthcare when distance separates the participants.”</p> <p>“...the practice of medicine at a distance using information and communications technologies (ICT)”. In this context, the notion of distance means that the physician and patient are not in the same location. This definition includes the use of cellphones and the Internet, but not facsimile. It is understood that, by its very definition, communication by mail is not part of telemedicine. Telemedicine includes teleconsultation, teleexpertise, telemonitoring and teleassistance.”⁷⁸</p>

76. <https://www.mcmasterforum.org/docs/default-source/product-documents/rapid-responses/understanding-the-use-of-and-compensation-for-virtual-care-services-in-primary-care.pdf?sfvrsn=2>, pages 9 & 10

77. https://www.ethique.gouv.qc.ca/media/1066/telehealth_summary_en.pdf

78. <http://www.cmq.org/publications-pdf/p-1-2015-02-01-en-medecin-telemedecine-et-tic.pdf>

Appendix B continued

SASKATCHEWAN

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>“Virtual care options are available for physicians and clinicians who cannot be present to provide care in person and the SMA EMR team is here to support clinics in the transition. Virtual care may be provided by telephone, email, messaging and video, and a variety of platforms are available to facilitate this.”⁷⁹</p>	<p>“Telehealth is a means of delivering healthcare services and education through interactive videoconferencing. Using secure video conferencing equipment, Telehealth enables a remote patient to ‘visit’ an out-of-town healthcare provider from their home community without having to travel.”⁸⁰</p>	<p>“A medical service provided remotely via information and communication technology. Remotely: without physical contact and does not necessarily involve long distances.”⁸¹</p>

79. <https://www.sma.sk.ca/171/virtual-care.html>

80. https://www.saskatoonhealthregion.ca/locations_services/Services/Telehealth#:~:text=Telehealth%20is%20a%20means%20of,community%20without%20having%20to%20travel

81. https://www.cps.sk.ca/imis/CPSS/Legislation__ByLaws__Policies_and_Guidelines/Legislation_Content/Policies_and_Guidelines_Content/The_Practice_of_Telemedicine.aspx

Appendix B continued

YUKON

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
"Appointments can occur over the phone or by video chat." ⁸²	"Telehealth uses videoconferencing technology to provide healthcare services and education to clients and healthcare professionals in their own community." ⁸³	"...the provision of medical diagnosis and patient care through electronic communication where the patient and the provider are in different locations." ⁸⁴

82. <https://www.yukon-news.com/news/virtual-care-now-available-for-yukon-patients/>

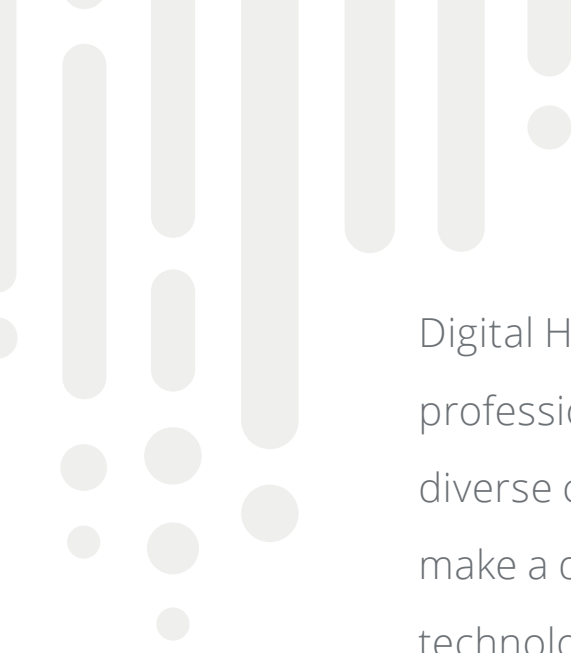
83. <http://www.hss.gov.yk.ca/telehealth.php#:~:text=Telehealth%20uses%20videoconferencing%20technology%20to,consultations%2C%20program%20development%20and%20interviews>

84. <http://www.yukonmedicalcouncil.ca/pdfs/Telemedicine.pdf>

Appendix B continued

ANALYSIS

VIRTUAL CARE	TELEHEALTH	TELEMEDICINE
<p>Virtual care definition consistent across jurisdictions.</p> <p><i>Emphasis on connection between patient and provider remotely using various online platforms.</i></p>	<p>Telehealth definition consistent across jurisdictions.</p> <p><i>Emphasis on telehealth as a way to deliver remote healthcare using ICTs. Telehealth applications include both clinical and non-clinical services.</i></p>	<p>Telemedicine definition consistent across jurisdictions.</p> <p><i>Emphasis on telemedicine as the provision of medical expertise for the purpose of diagnosis and patient care by means of ICTs where the patient and the provider are separated by distance.</i></p>



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