QDoc

Agenda

- Introduction to QDoc

- First Nations Community Paramedicine Service Project

Dr. Norm Silver
QDoc Chief Executive Officer (CEO)

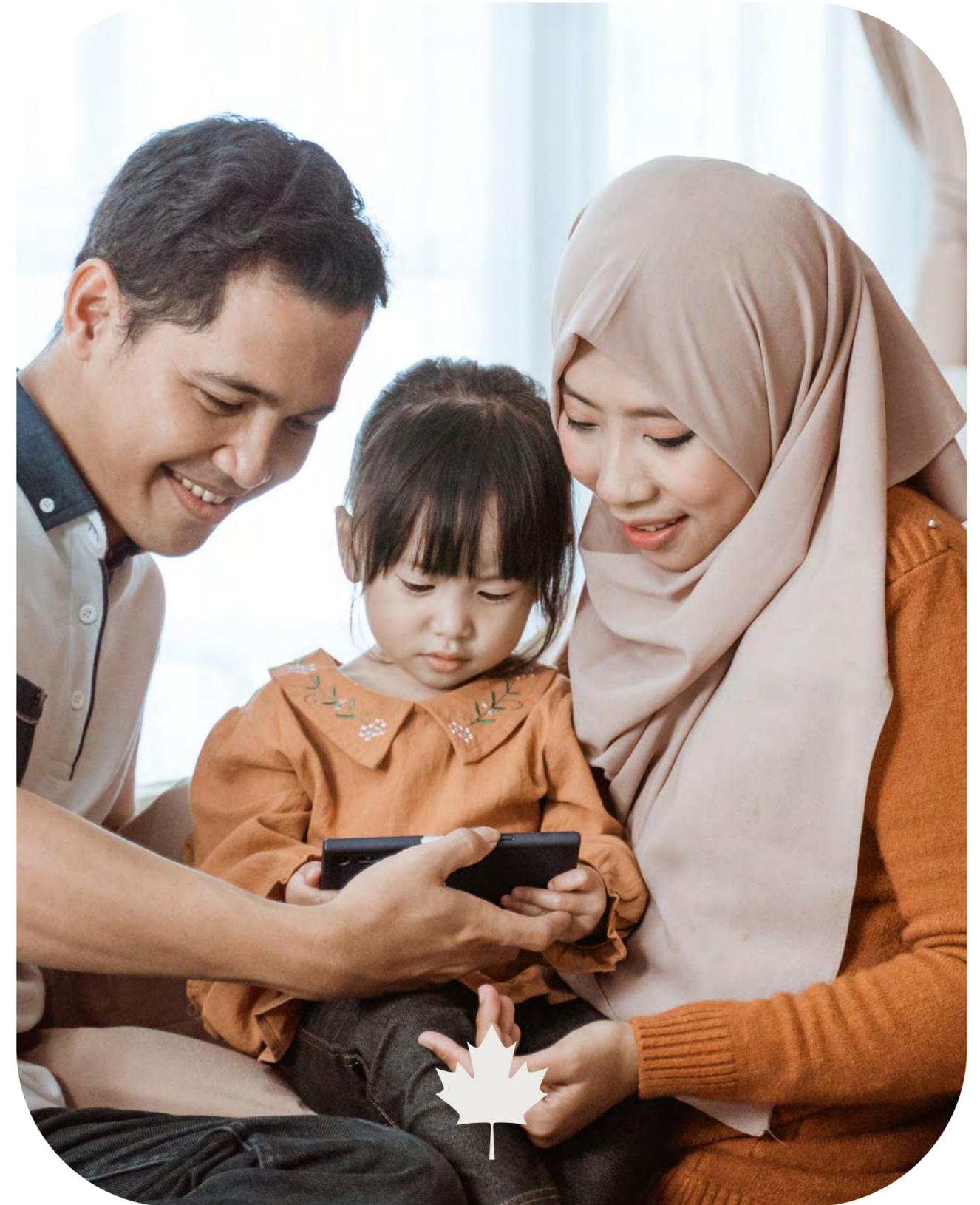**Dr. Taft Micks**
QDoc Chief Medical Officer (CMO)

QDoc

Our Mission

To provide equal access to quality medical care for all, regardless of geographic location or socioeconomic status.

Simplifying care at every touchpoint with intelligent healthcare solutions

✓ **Booking**
Book in-person appointments in minutes.

✓ **Virtual Health**
24/7, free healthcare from home.

✓ **Billing**
Hassle-free medical billing to put doctors at ease.

QDoc Virtual Healthcare
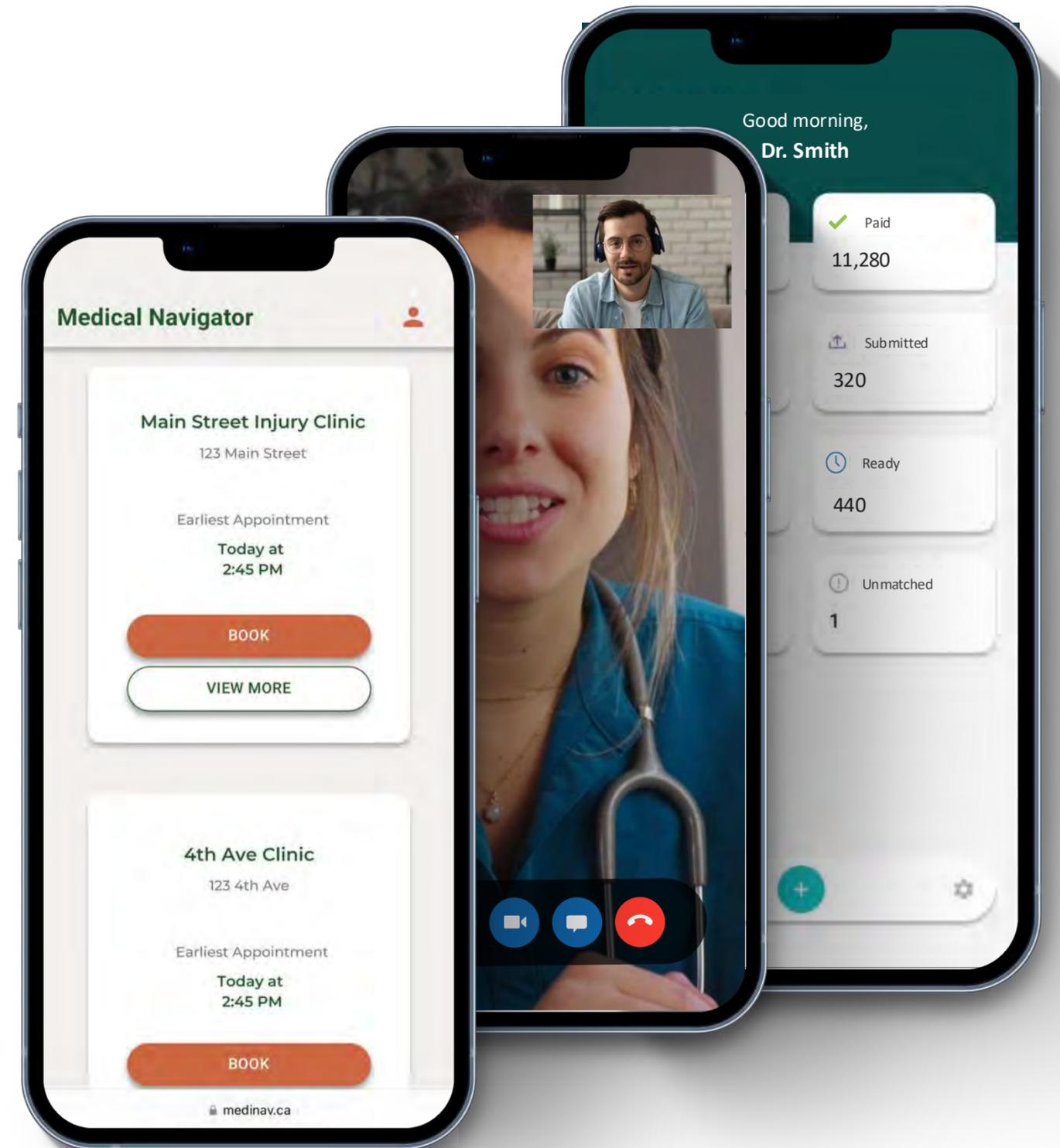
Virtual Healthcare for all

Strengthening access and closing gaps:

| 220+ Providers | 275000+ Encounters | 60,000+ Avoided ER visits | Rated 4.9/5 2,800+ reviews |
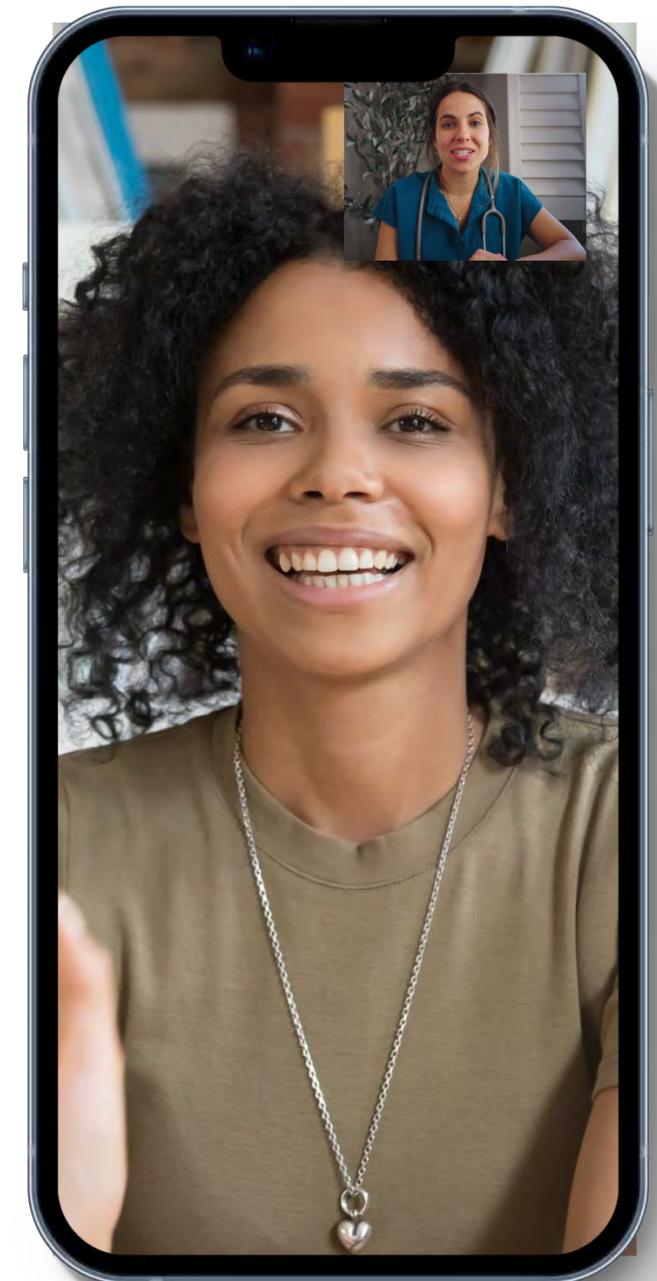
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Features

- Specific provider matching

- Continuity of care

- Follow ups

- Specialized QCodes

QCode

DCSP

QCode

FLINFLON

Reason for Visit

If QDo... you have

Illness

Injury

Women's Health

Prescription Refill

Eye Complaint

Skin Issue

Do yo... QDoc

WCB

Results Review

Both... highly... provi...
Note:

Other

QCode

AZAKIDS

QDoc

MEDECHAN

Over 20+ QCode Partnerships

QDoc Virtual Healthcare

First Nations Community Paramedicine Service Project

Land Acknowledgement

We acknowledge our project took place on the ancestral lands, Treaty 1 territory, that is traditional territory of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene Peoples, and on the National Homeland of the Red River Métis.

Background

First Nations communities in Canada have higher rates of chronic conditions such as diabetes and heart disease impacting quality of life and need for health services. [1]

First Nations communities in Canada are geographically disadvantaged in terms of access to healthcare facilities and providers. [1]

Background

In 85 remote communities in Canada where over 95,000 First Nations people live, most of the communities are without ambulance services if transport required outside of their community for healthcare services.[2]

Project - First Nations Community Paramedicine Service

10,300

Population in the First Nations community.

1 Ambulance

Available for the entire population.

4 hours

Ambulance is not available while a patient needs hospital transportation.

# Supporting paramedics and First Nations communities by connecting them using QCodes.

✓ Paramedics receive real-time guidance from an emergency medicine expert (CMO).

✓ Support in deciding whether hospital transport is required or care can be provided locally.

✓ Helps keep ambulances available in the community.
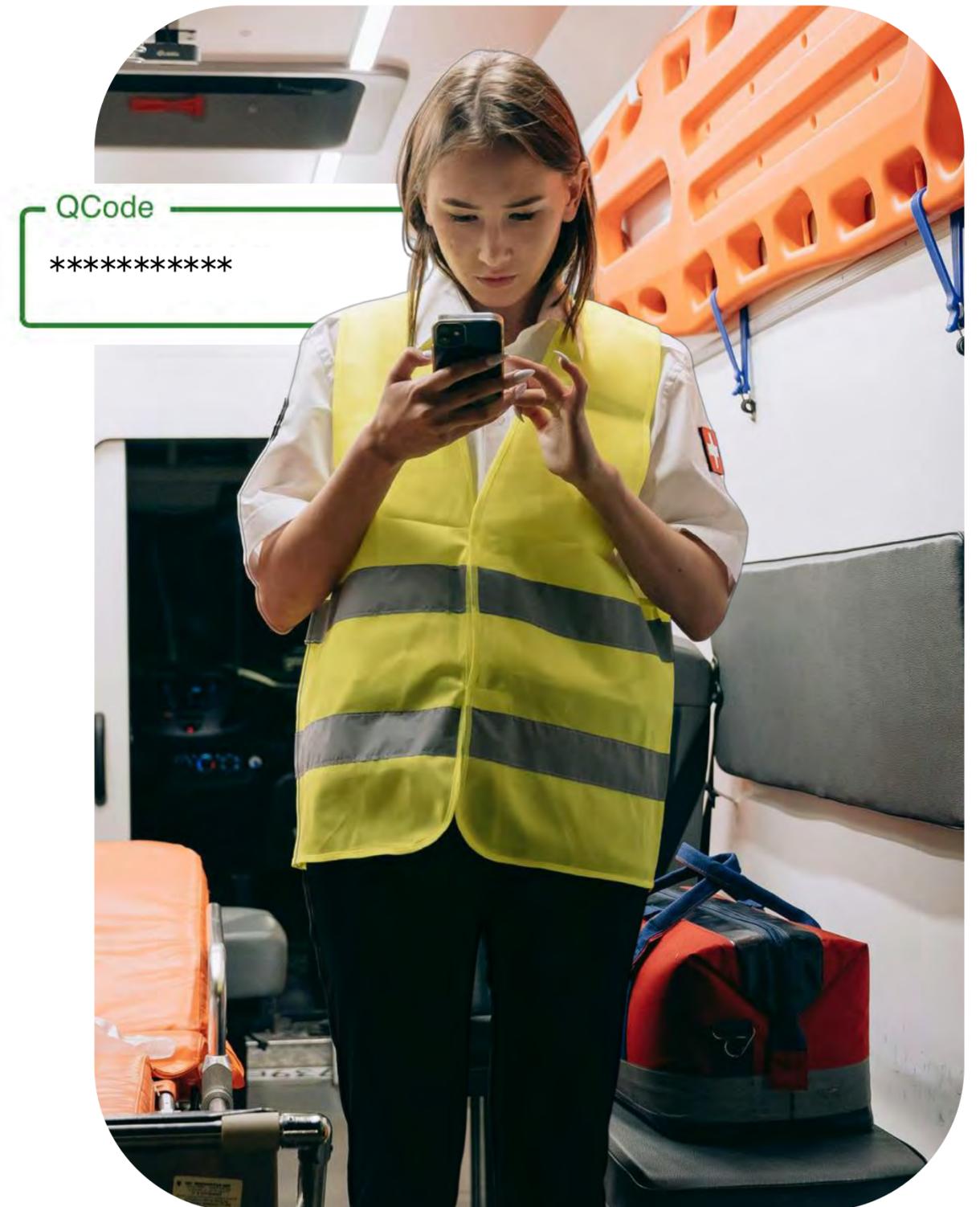
Data collection

Retrospectively based on QDoc visits using QCodes

↗ **119 QCodes Used**
between July 4, 2022 to June 26, 2023

↗ **115 Connections**
Answered by the CMO (97%)

↗ **6.4 minutes**
Average wait time to connect with CMO

↗ **Only 2 patients sent to ER**
By ambulance, ~98% reduction of
potential ER transfers
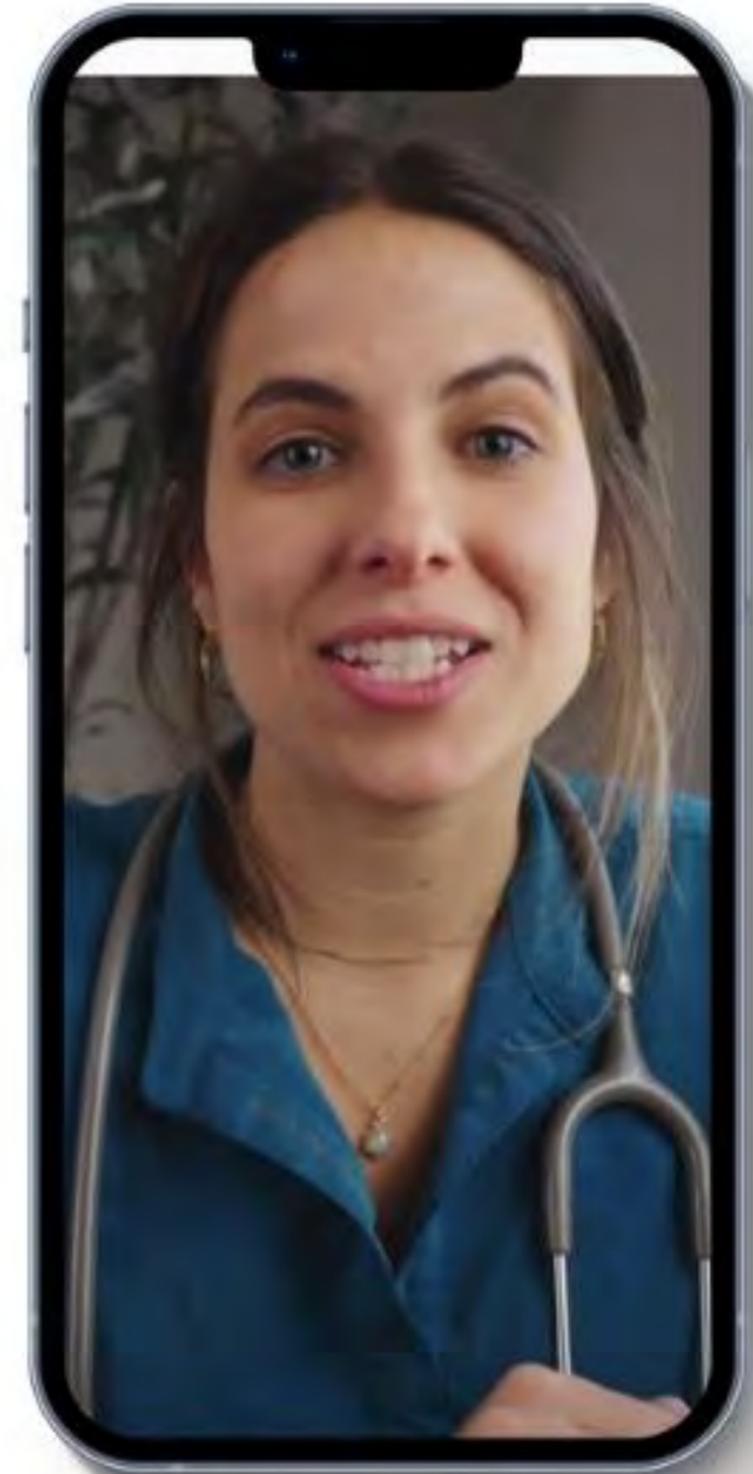
Benefits of partnership

✓ Rapid **connection with the CMO**
To guide ambulance transfer or deferment.

✓ Improved use of ambulance services
Ensuring availability for critically ill patients.

✓ Reduced unnecessary transfers
Supporting better outcomes and potential healthcare cost savings.
$1100 ambulance transfer cost. Reduction in 113 ambulance transfers. Cost savings $124,300 [3]

✓ Supports patient-centered care
By allowing community members to receive care within their community.

References

1. Jones L, Jacklin K, O'Connell ME, et al. Development and Use of Health-Related Technologies in Indigenous Communities: Critical Review. J Med Internet Res 2017;19(7):e256
2. Orkin AM, VanderBurgh D, Ritchie SD, et al. Community-Based Emergency Care: A model for Prehospital Care in Remote Canadian Communities. CJEM 2016;18(5):385-388
3. Fire Paramedic Services – EMS Rates (https://legacy.winnipeg.ca/fps/billing/Ambulance%20Service%20Rates.pdf)