

Virtual Emergency Room

Enhancing access to emergency care across Canada



An innovative solution to end facility closures

Amidst the persisting challenges faced by traditional emergency departments in Canada, our Virtual Emergency Room (vER) program is a transformative solution that addresses critical issues such as staffing shortages, resource limitations, reduced hours and facility closures.

Virtual ER leverages our industry-leading technology, Canadian-licensed ER physicians and operational excellence to drive high quality patient-centric care. The integration of virtual platforms and clinicians into emergency departments not only offers an innovative approach for hospitals of all sizes, but also enhances accessibility and efficiency for remote and rural populations.

With a comprehensive operational design and dedicated Virtual Flow Coordination Team, our Virtual Emergency Room program is well-equipped to address CTAS 1-5 and seamlessly integrate into in-person care delivery.

Benefits



Guarantee access to care

Keep facilities open with reliable ED cover by Virtual emergency physicians.



Improve operational efficiency

Optimize care team workflow across all patient acuity levels with a dedicated flow coordination team.



Address workforce challenges

Boost staff satisfaction and retention of on-site care teams.



Drive better patient outcomes

Promote health equity for rural communities by providing timely access to emergency care.

Key features

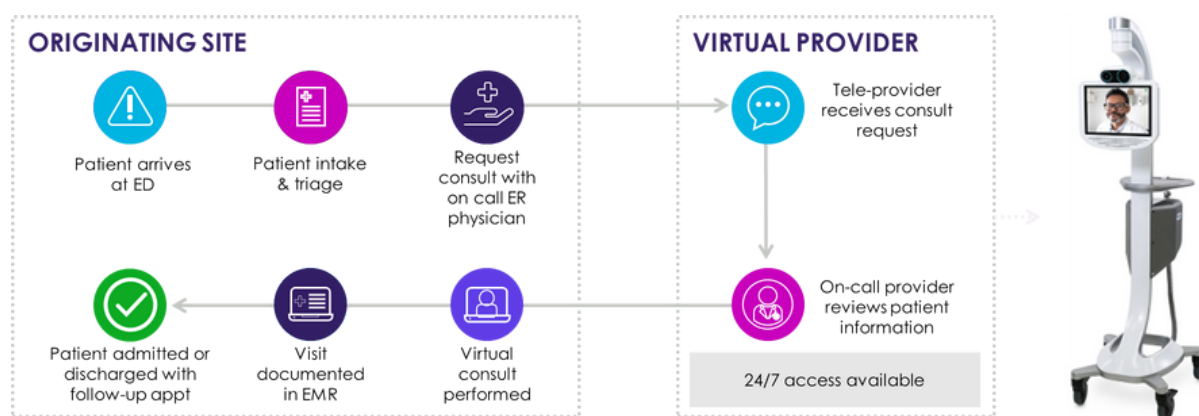
Configurable workflows and solution design
Expert advisory and consultancy to support change management
Industry leading devices managed remotely with 99.95% uptime
End-to-end patient flow coordination essential for post-visit navigation
Guaranteed clinical capacity for your ERs addressing CTAS 1-5

High impact results:

**Hundreds of
hours of ER
closures
avoided¹**

Sample vER workflow

A Virtual Emergency Room operates like a traditional emergency department: a patient will be seen by a clinician in-person, and then may be connected to a virtual ER doctor. The virtual ER doctor works closely with the on-site team via a Teladoc Health device to recreate the in-person patient/doctor experience. Together, they will determine a diagnosis, discuss treatment options and facilitate follow-up with local experts if needed.



Results*



Quality of care
Capability of rural centres
Cost effectiveness



Time to first physician contact
Time between first contact and treatment
ED re-admittance
Patient transfer rate
LWBS, LOS, and wait times

*Research has demonstrated that the possible benefits of implementing telemedicine capabilities like Virtual ER can result in the following²

1. Client-reported data

2. Sharifi Kia, Ali, et al. "Telemedicine in the emergency department: An overview of Systematic Reviews." *Journal of Public Health*, vol. 31, no. 8, 27 Jan. 2022, pp. 1193-1207, <https://doi.org/10.1007/s10389-021-01684-x>

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