

Virtual Care connects, empowers and transforms mental health care

How video visits can benefit your patients and your practice

Connect with patients through video visits through OTN to a health care setting or directly to the patient’s home, improving patient outcomes while enhancing access to care.

Video visits, hosted and direct-to-patient, are **billable** for physicians through **OHIP**.

Incorporating video visits into your clinical workflow can:

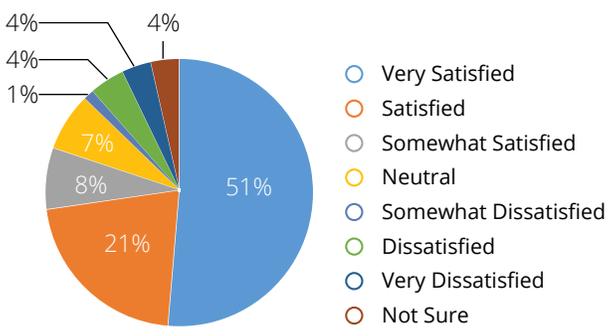
 <p>Improve population health</p> <ul style="list-style-type: none"> • Enhance treatment adherence² • Reduce depressive² & anxiety symptoms • Improve quality of life and functional performance² 	 <p>Enhance patient experience</p> <ul style="list-style-type: none"> • Provide timely, convenient, equitable access to care • Decrease stigma compared to face-to-face services² 	 <p>Reduce costs & improve efficiency</p> <ul style="list-style-type: none"> • Reduce wait times, downstream costs^{2,3} and emergency department visits
--	--	---

Benefits to provider • Reduce no-shows • Remuneration through OHIP billing codes • Free up clinic space/time; expedite patient flow

Closing the Gaps

Accessing care presents numerous challenges that often result in missed appointments or patients refraining from seeking care entirely. Virtual care is a key part of the solution to overcome these barriers.²

Overall Satisfaction



"I very much appreciated this option to do virtual care; I would not have received the same level of care without it."

"It's very simple to use. I really like it and feel very grateful for this service. It has allowed me to receive closer psychiatric monitoring of my health condition without adding additional stress and without spending time and money on transportation."

— Home Video Visit patient survey, 2018, Anonymous

 **"Time and convenience of OTN are the biggest benefits for our patients. For us, it cuts down on no-shows because the patient can connect from anywhere. It's more intimate than a phone call; we can see the patient in her own environment which helps the assessment."**

— Dr. Beverly Young, Psychiatrist, Mt. Sinai Perinatal Mental Health Program

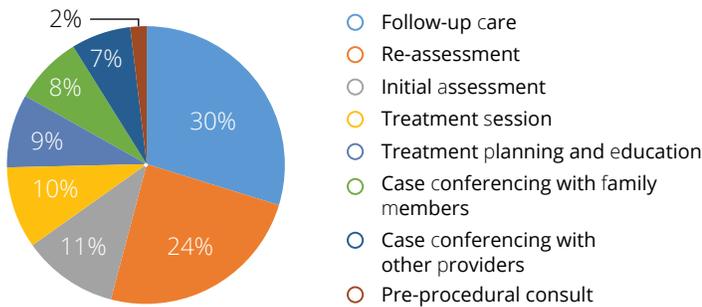
The Opportunity

Virtual care is a feasible and effective means of delivering mental health care in terms of access, efficiency and quality.²

Our experience speaks volumes. There were **over 360,000** mental health and addictions video visits via OTN in 2017-18. Psychiatry accounts for **over 40%** of all Direct-to-Patient Video Visits. **80% of providers** report the same or better quality of care when comparing virtual care appointments to in-person appointments.

The location of patient care and the level of support immediately available are critical to consider when determining suitability.⁴ Please review 'Clinical Considerations for Healthcare Providers', found at support.otn.ca/en/connect-help for further information.

Video visit use in health care today



Virtual care can be integrated into your mental health practice to provide patient care for:

- Ongoing therapy
- Medication adherence and side effects management

Getting Started is easy

OTNhub membership is offered at no cost to all healthcare practitioners funded **50% or more** by the Ministry of Health and Long-Term Care. Register at otnhub.ca.

We also offer training, resources, and change management guidance through dedicated staff who are pleased to assist you with your needs.

✉ info@otn.ca

☎ 1-855-654-0888



1 — McGrath, P., Wozney, L., Rathore, S.S., Notarianni, M., Schellenberg, M. (2018). Toolkit for e-Mental Health Implementation. *Mental Health Commission of Canada*. Ottawa, ON.

2 — Bashshur, R. L., Shannon, G. W., Bashshur, N., & Yellowlees, P. M. (2016). The Empirical Evidence for Telemedicine Interventions in Mental Disorders. *Telemedicine Journal and e-Health : the official journal of the American Telemedicine Association*, 22(2), 87-113.

3 — O'Reilly et al (2007). Is Telepsychiatry Equivalent to Face-to-Face Psychiatry? Results from a Randomized Controlled Equivalence trial. *Psychiatric Services* 58:836-843.

4 — Shore et al. (2018). Best Practices in Videoconferencing-Based Telemental Health April 2018. *Telemedicine Journal and e-Health : the official journal of the American Telemedicine Association*, 24(11), 1-6.