Virtual Health Care Solutions
in Canada

This infosheet provides a list of the responses provincial and territorial governments have made to provide virtual health care to its residents.

British Columbia (BC)
Rural, Remote, First Nations and Indigenous COVID-19 Response Framework

This framework supports people living in rural, remote and all Indigenous communities in British Columbia (BC) to access to health care services, specifically including the First Nations Virtual Doctor of the Day, to virtually connect First Nations members and their families in remote communities to a doctor.

See more : https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/rural-and-remote-covid-19-response-framework.pdf

Alberta (AB)
Virtual Health via Zoom

Alberta Health Services (AHS) Virtual Health is offering Zoom video conferencing to support virtual visits with AHS clinicians and their patients during the COVID-19 pandemic. The addition of Zoom to AHS virtual health's current tools extends access to patient homes.

See more : https://www.albertahealthservices.ca/topics/Page17094.aspx

Saskatchewan (SK)
Virtual Care Expansion

The government of Saskatchewan has expanded virtual care options that allow physicians to provide and residents to access health care services virtually. Options include one-on-one consultations by Pexip, an approved videoconferencing software and webex software for group patient education.

See more : https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus/information-for-health-care-providers/clinical-practice-resources/general/virtual-care

Manitoba (MB)
Virtual visit solutions

Shared Health Manitoba announced in March that they will be supporting virtual care provision through Microsoft Teams. Clinicians who wish to have virtual visits with patients will go through the Shared Health Service Desk to submit their request for virtual health solutions.

See more : https://sharedhealthmb.ca/files/covid-19-virtual-visit-solutions.pdf

Ontario (ON)
Virtual Models of care during the COVID-19 Pandemic

Ontario's Telemedicine Network (OTN) set up a helpful virtual care resource for Ontario residents to access more information about virtual care options they may avail of. These options ranges from family physician visits and consultations, to specialist, remote monitoring options and mental health and addictions support.

See more : https://otn.ca/covid-19/

Québec (QC)
Virtual Consultations

The Ministry of Health & Social Services in Québec has approved the use of virtual consultations during the COVID-19 pandemic. Consultations may occur by telephone or through use of the following virtual platforms: Zoom for Healthcare, Microsoft Teams, and Reacts. The Collège des Médécins du Québec has issued a reminder to its members that the same ethical obligations apply for both in-person and virtual consultations, and that platforms such as Facebook, Skype, Snapchat, and Twitter may not be used for virtual consultations.

See more : http://www.cmq.org/page/fr/teleconsultation-en-situation-de-pandemie-rappel-des-obligations-des-medecins.aspx

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Nova Scotia (NS)
Zoom for Healthcare

Similarly, the government of Nova Scotia approved Zoom for Healthcare platform for health care providers to offer virtual visits in the time of COVID-19. They also offer patient information about Zoom for Healthcare and other virtual visit advice on their webpage.

See more : http://www.nshealth.ca/virtual-care

Yukon (YT)
New Virtual care options for Yukoners

The Yukon government and Yukon Medical Association have approved a virtual health platform, doxy.me to enable access to doctors, while social distancing. All Yukon residents are able to access their doctor's appointments by phone or the virtual health platform.

See more : https://yukon.ca/en/news/new-virtual-care-options-yukoners

Nunavut (NT)
Adjustments of services

The government of Nunavut, department of health has made several adjustments throughout the pandemic to ensure residents continue to have access to care. While regular access to health services has remained available in communities, patients are asked to call in advance and community visits by physicians may be conducted by telehealth or phone.

See more : https://www.gov.nu.ca/health/news/covid-19-department-health-services-update

Northwest Territories (NU)
Virtual Care

Virtual Care allows patients to access care appointments virtually and protects patients and providers against COVID-19 transmission. Technologies that can be used include: telephone, telemerge, facetime, skype by Microsoft, WhatsApp by Facebook and Zoom. Virtual Care is available to all NWT residents.

See more : https://www.nthssa.ca/en/services/nwt-virtual-care

New Brunswick (NB)
eVisitsNB

The New Brunswick (NB) government has created billing codes for NB physicians and specialists who provide virtual care. The eVisitsNB initiative was founded by two local physicians to provide a variety of health care services to NB residents virtually. These services include urgent care appointments, COVID-19 support, travel related health information, mental health supports, and diabetes education.

See more : https://www.evisitnb.ca

Prince Edward Island (PE)
Zoom for Healthcare

The government of Prince Edward Island (PEI) approved a video health-care platform that supports community-based health care providers and mental health and addictions specialists to continue to provide health care services virtually during the COVID-19 pandemic. This platform is mandated over others as it offers enhanced security features for delivering care.

See more : https://src.healthpei.ca/virtual-care

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