

# **Care2Talk** A Platform Purpose-Built for Seniors

AGE-WELL & APPTA POLICY ROUNDS WEBINAR

30 NOVEMBER 2023





### **Transforming Senior Care Through Technology**

- Introductory Remarks
- Context Setting
- Today's Roadmap



### **Context Setting: Senior Health Care**

- 1. Liminal Space
- 2. Access and Attachment
- 3. Maintaining and Improving Health
- 4. Patient-centered care
- 5. Aging Population and limited resources



### **Understanding the Unique Needs of Seniors**



### **Embracing a Holistic Approach in Senior Care**

### Comprehensive Care

• Addresses physical, mental, and social health.

### Personalization

Tailors care to individual needs and preferences.

### • Technology as a Bridge

 Utilizes technology to connect seniors with healthcare providers, family, and community.



## Care2Talk: **A Comprehensive Solution**



Tools for self-managed care and autonomy

#### **USER FRIENDLY TECHNOLOGY**

Supports all levels of proficiency

#### ENHANCED SOCIAL CONNECTION

Staying connected with family and friends

#### STREAMLINED HEALTH MANAGEMENT

Simplified virtual health care services

#### **EMPOWERING INDEPENDENCE**

### Ease of Use: The Core of Care2Talk

- 1. Intuitive Design
- 2. Guided Navigation
- 3. Multi-Language Support
- 4. Responsive Design
- 5. One-click touch

ä	< > Sep	otember	
ø	TUE <b>13</b>	Annette Black MIGRAINE CHECK	■ 12:30PM - 01:30PM
		Floyd Miles ANNUAL CHECK	☑ ■ ☑ 01:30PM - 02:30PM
		Sam Barton MONTHLY CHECK	☑ 👕 ፪ 02:30PM - 03:30PM
		Jenny Wilson VACCINE	☑ 👕 菌 04:00PM - 05:00PM
	wed 14	Ralph Edwards MONTHLY CHECK	☑ 12:30PM - 01:30PM
		Theresa Webb VACCINE	☑ 🗐 12:30PM - 01:30PM
	тно 15	Darlene Robertson MIGRAINE CHECK	☑ 🔋 і 12:30PM - 01:30PM

#### Schedule Appointment

Person In Care Elijah Brooks	
✓ Next Available Doctor	
Date	
September 24, 2021	ē
At	
1:30PM	•
Set as recurring appointment	
🔽 Invite PIC Main Contact	
Appointment Reason	
Monthly check	
Schedule	
Cancel	



#### Monthly Check

🖻 Today - 01:30PM - 02:30PM

Person in care Sam Barton

PIC's Daugther Emma Flores

#### August 13 Notes

The person in care has been sick lately, I working correctly, I suggested some me need some studies and probably to hav

#### July 30 Notes

We had our first monthly check in, I sug of sessions because PIC doesn't look like moment, he needs to improve in his die week.

## Transforming the Healthcare Experience



ΡΑΤ	01
VIR	02
MED	03
HEA	04
INT	05
PRO	06

#### IENT NAVIGATOR AND HEALTH TEAM

TUAL HEALTHCARE APPOINTMENTS

ICATION MANAGEMENT

LTH EDUCATION RESOURCES

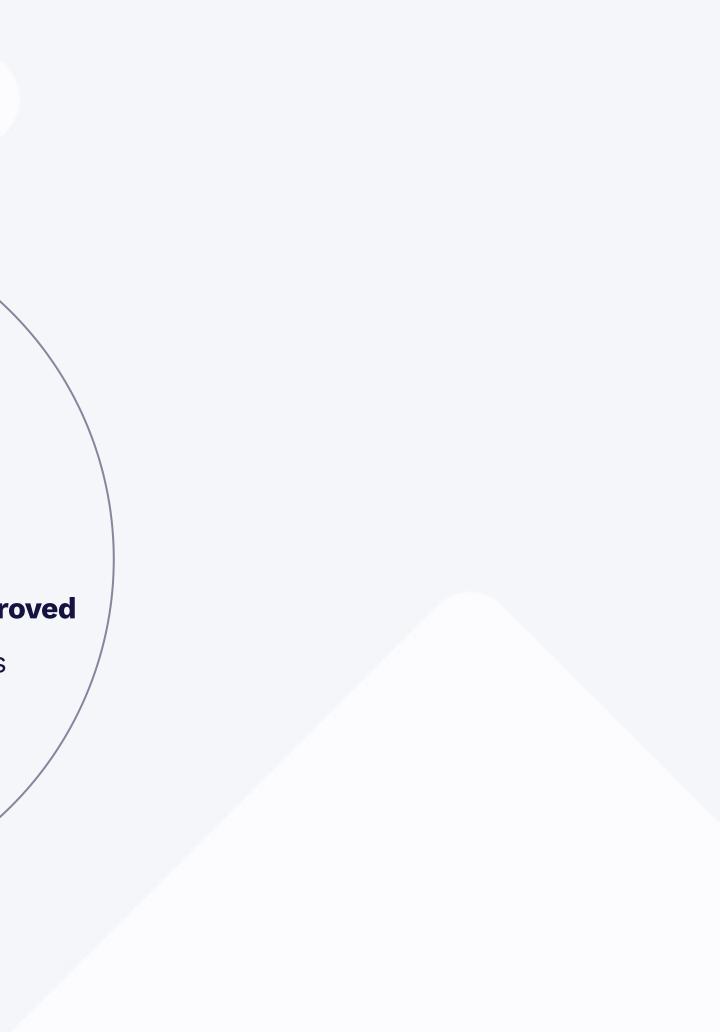
EGRATED HEALTH RECORDS

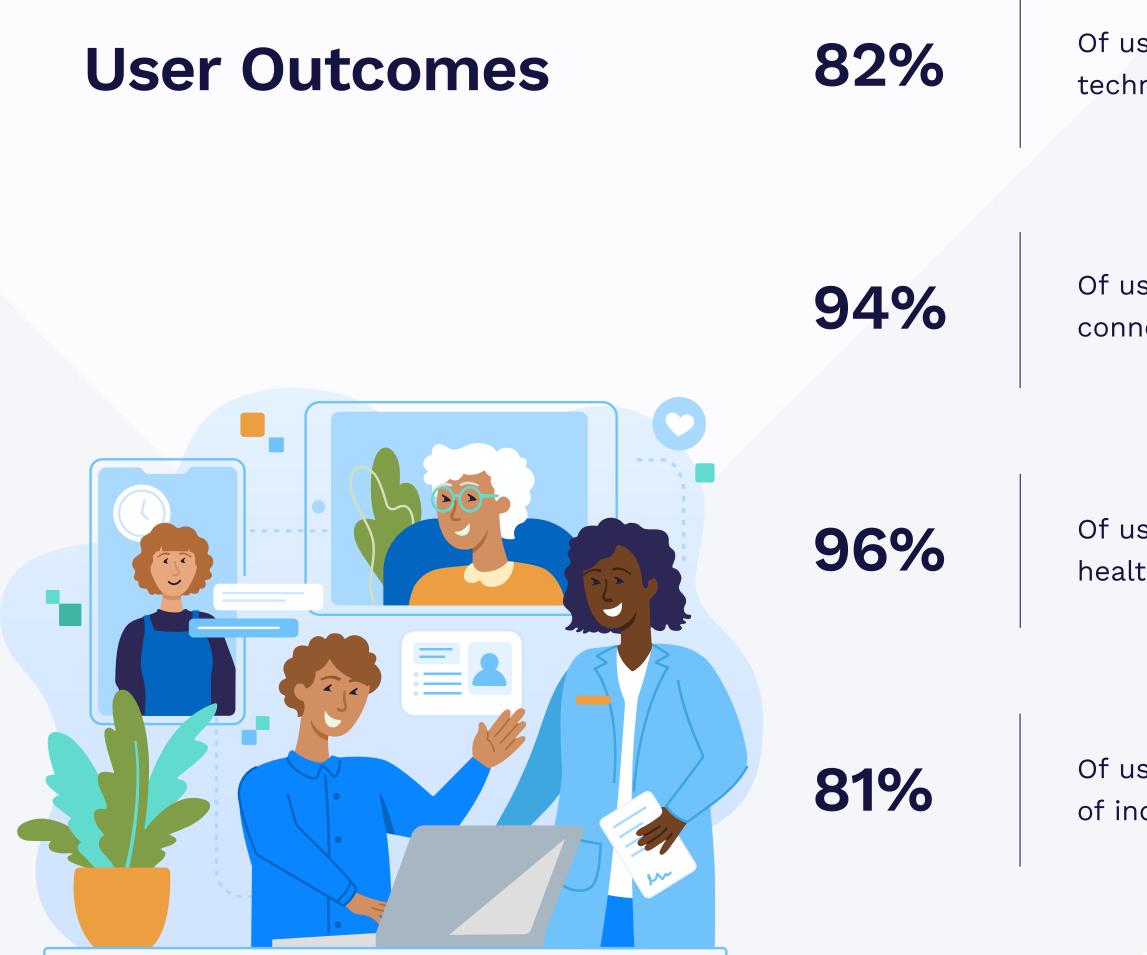
ACTIVE APPROACH

#### CARE2TALK

## 93%

Percentage of users who report **improved** feelings of health and wellness





Of users report feeling **more confident** using technology after using Care2Talk for 3 months.

Of users report that Care2Talk makes it easier to connect with their social network.

Of users report that Care2Talk makes their health journey easier to manage.

Of users report feeling the same, or higher levels of independence.

### SYSTEM LEVEL IMPLICATIONS



Of primary care concerns can be adequately addressed within the virtual care format.

## 3%

Care2Talk No-show appointment rate, as compared to 23% estimated in Canada, today.

## 88%

#### Of Care2Talk users report indirect

#### cost savings.

### **Case Study**

#### **Before Care2Talk**

#### FRAGMENTED, TIME-CONSUMING

- Mobility issues, generally healthy •
- Walk-in clinics for health concerns
- Or, ED when Walk-in clinic full •
- Rx renewals take the entire day •

#### With Care2Talk

#### COHESIVE, CONVENIENT

- Regular check-ins and follow up
- Freedom to discuss preventative care • 15-30 minute virtual appointments
- Team-based care



### Looking Ahead: Future Developments



#### AI INTEGRATION

#### **REMOTE HEALTH MONITORING**

#### CONTINUED PLATFORM EVOLUTION

#### **EXPANDED HEALTH SERVICES**

#### **COMMUNITY EXPANSION**

#### PERSONALIZED WELLNESS PROGRAMS

### **Embracing the Future with Care2Talk**

- 1. Care2Talk's Impact
- 2. Alignment and Future Growth
- 3. Collaboration Areas







# Thank you!

LINDSAY SHAW LINDSAY@CARE2TALK.IO

