



Accessing Care from Anywhere

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April 22, 2021

Webinar Tips

- ▼ Use the **Q&A** section to ask the presenters your questions. Some of the questions will be chosen for the live question period at the end of the webinar.
- ▼ Click on the **Chat** box to connect with other participants and the Arthritis Society's chat moderator.
- ▼ If you have further issues email arthritistalks@arthritis.ca

The screenshot shows the Arthritis Society webinar interface. At the top center is the Arthritis Society logo. Below it are two large buttons: 'Q&A' and 'Chat'. At the bottom left is an 'Audio Setting' button with an upward arrow. At the bottom right is a 'Leave' button. A callout box at the top right points to a red icon in the top right corner of the webinar window, with the text 'Click on the red icon to exit out of the Q&A or Chat'. A callout box at the bottom right points to the 'Chat' button, with the text 'Click here to chat or to submit a question'. A callout box at the bottom left points to the 'Audio Setting' button, with the text 'Click here to access your audio settings'. On the right side, there is a preview of the Q&A interface, which says 'Welcome to Q&A' and 'Questions you ask will show up here. Only host and panelists will be able to see all questions.' Below this is a text input field labeled 'Type your question here...'.

Overview

[1]

**Obtaining an
arthritis diagnosis**



[2]

**Making the most of
your medical
appointments**



[3]

**The future of arthritis
care**



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Q

I suspect I have arthritis but I'm having challenges with getting diagnosed. What should I do?



Challenges Obtaining Arthritis Diagnosis



Difficult Diagnosis



Barriers to Appropriate Care



Arthritis = Joint Pain

**THERE ARE
OVER 100
TYPES OF
ARTHRITIS**

Osteoarthritis

Reactive Arthritis

Ankylosing Spondylitis

Gout

Sarcoidosis

Sjögren syndrome

Viral Arthritis

Rheumatoid Arthritis

Lupus

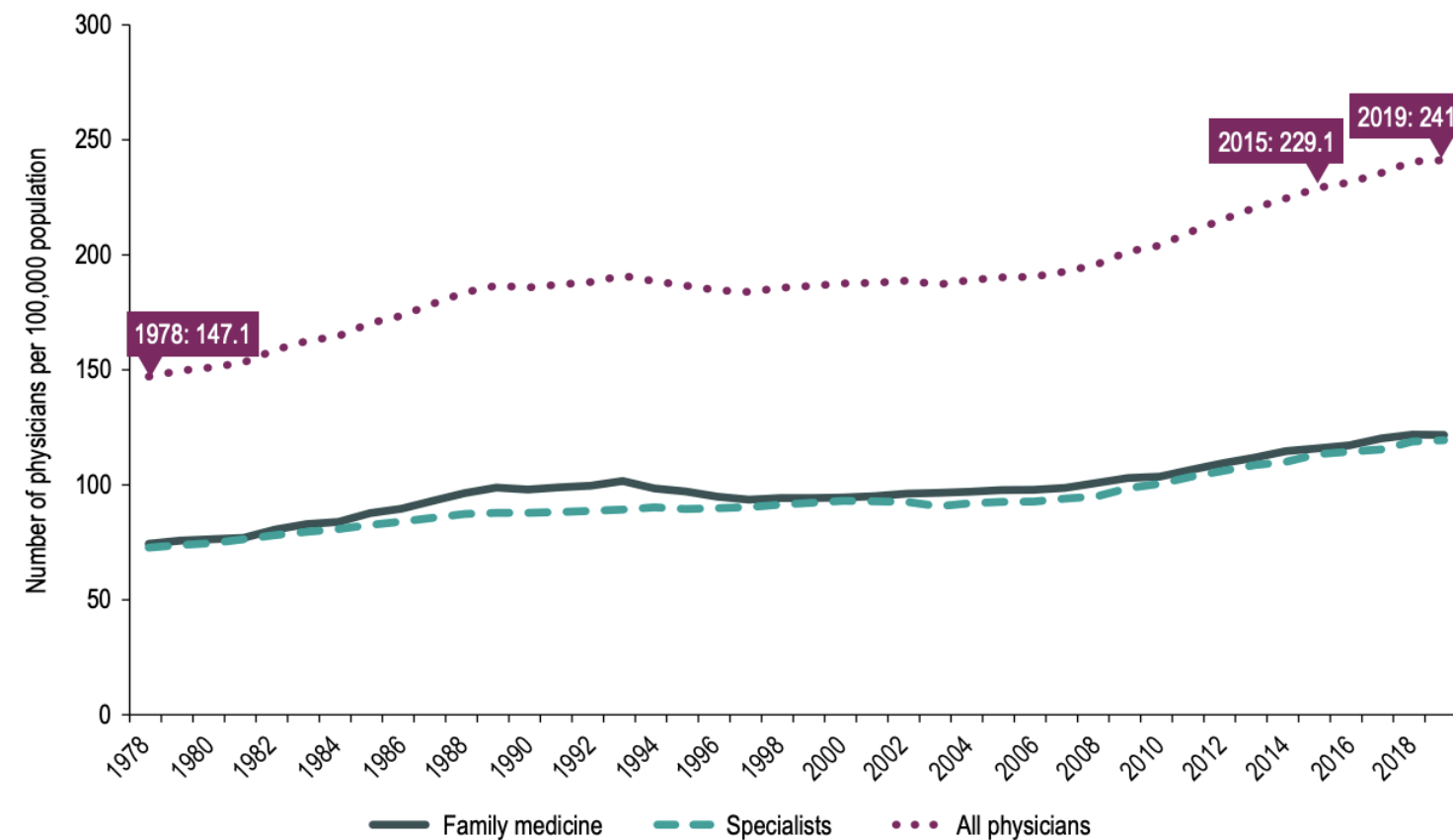
Psoriatic Arthritis

Hemochromatosis

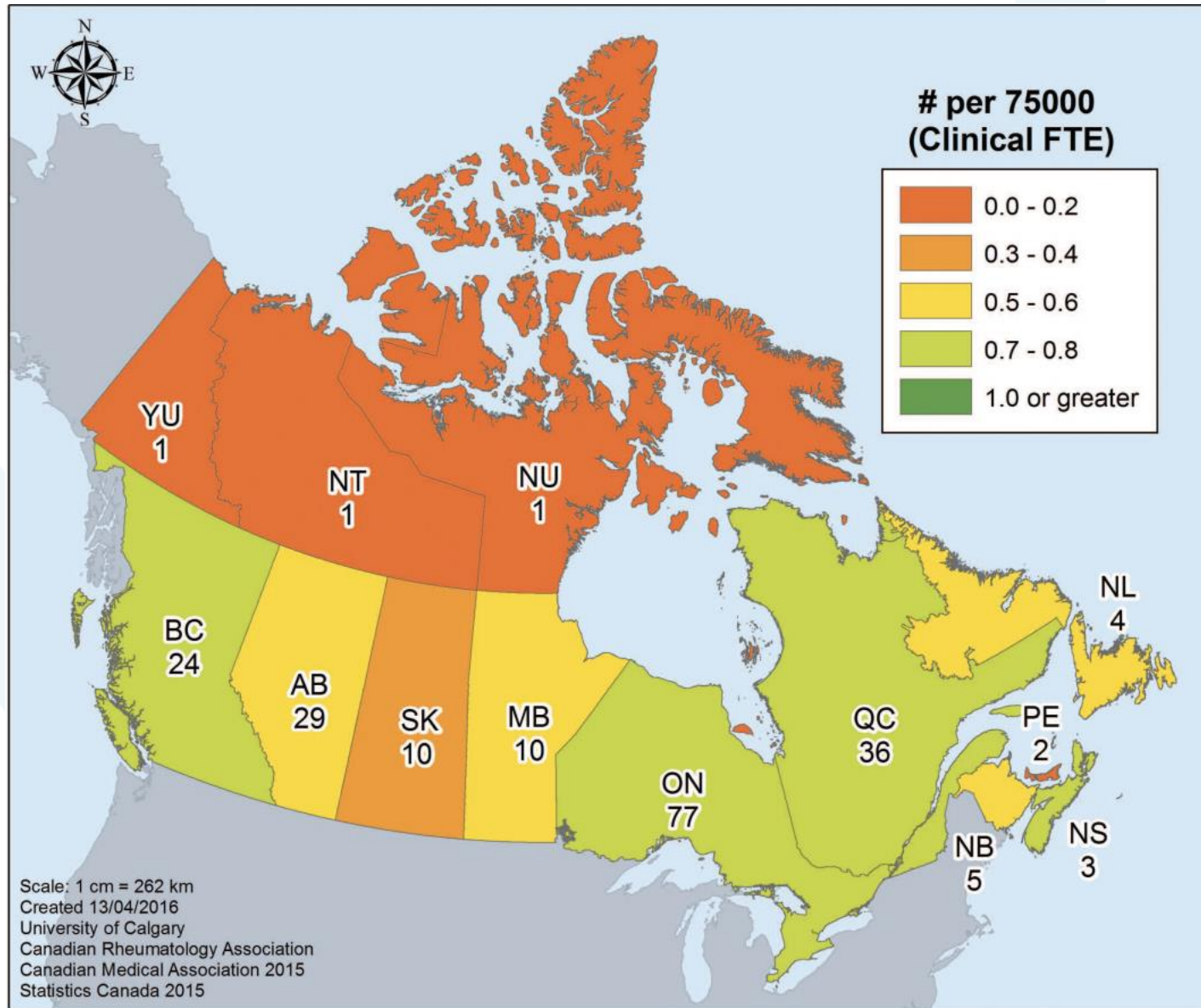
Calcium Pyrophosphate Disease

Physician Supply in Canada

Figure 2 Number of physicians per 100,000 population, by physician type, Canada, 1978 to 2019



Distribution of Rheumatologists in Canada



**Optimal
Rheumatologist to
Population Ratio:
1:75,000**

**Most
Rheumatologists in
Urban South**

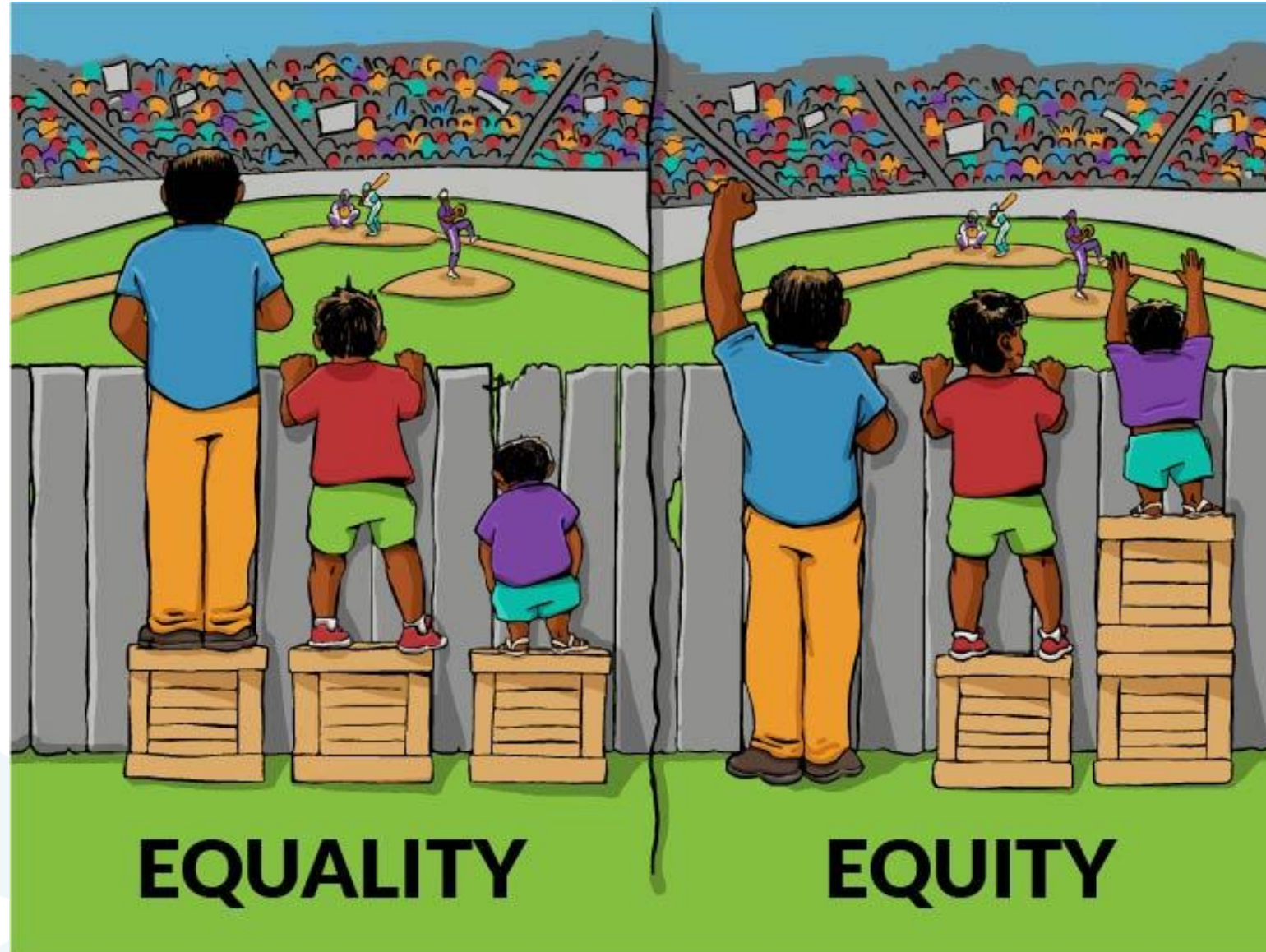
Barber CEH et al. Stand up and be counted: measuring and mapping the rheumatology workforce in Canada. J Rheumatol 2017;44:248–57

Social Determinants of Health

Social, economic, cultural and political inequities that impact the health of individuals and communities

- ▼ Income and Social Status
- ▼ Social Support Networks
- ▼ Education and Literacy
- ▼ Employment/Working Conditions
- ▼ Social Environments
- ▼ Physical Environments
- ▼ Personal Health Practices and Coping Skills
- ▼ Healthy Child Development
- ▼ Biology and Genetic Endowment
- ▼ Health Services
- ▼ Gender
- ▼ Culture
- ▼ Racism
- ▼ Social Exclusion

Canadian Rheumatology Access: Neither Equal Nor Equitable

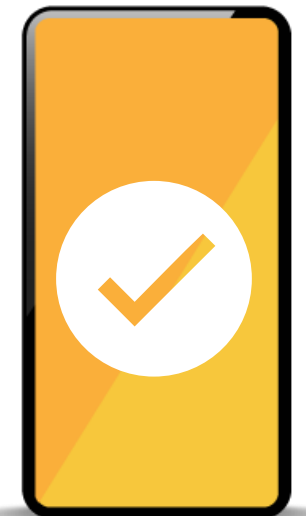
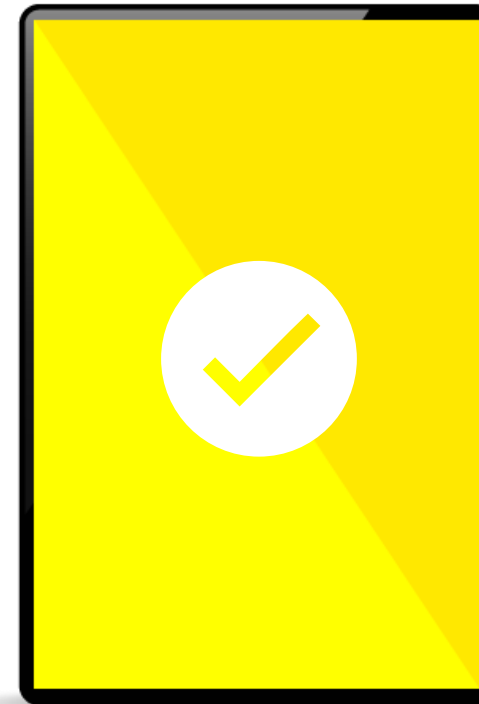
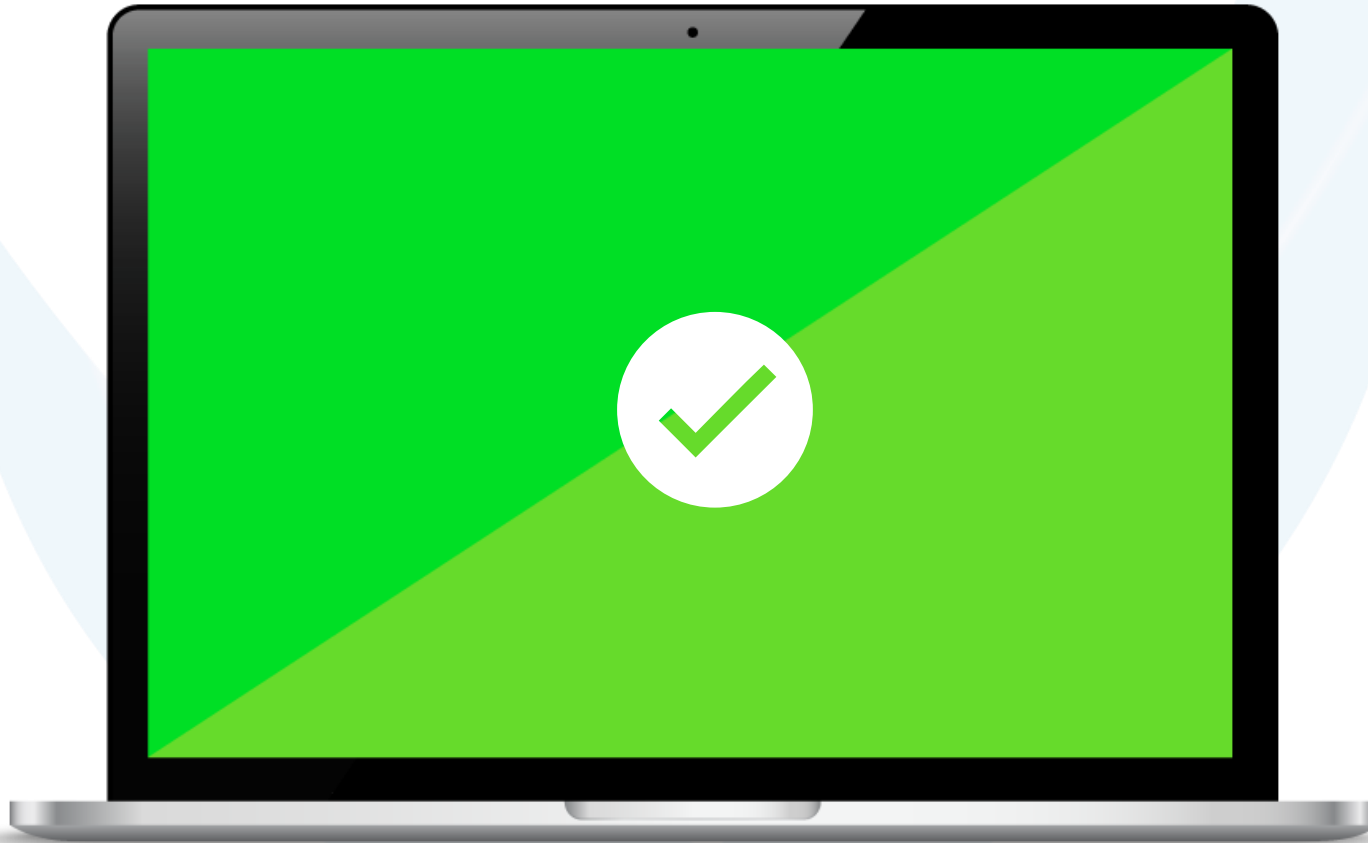




How can I prepare for my virtual rheumatology appointments?



How to prepare for a virtual visit





Hello, Jocelyne Murdoch has invited you to join a secure video call:

<https://doxy.me/jocelynemurdoch>

Make sure you are using a device with good internet connection and access to camera/audio. If you need any assistance please check out the [Doxy.me Help Center](#) or contact your provider directly.

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Wednesday, April 14, 2021 at 9:45 AM** ([Eastern Time](#)).

OTN services are free for patients. Please note that OTN does not request credit card details or any form of payment for use of our services.

Joining an eVisit is simple:

1. Prepare

Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.*

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). Close the app once the installation is complete. To protect your privacy, please ensure you enter a preferred name, such as initials or first name, during installation or [change your display name](#) to a preferred name prior to entering the visit. We recommend that you [test your device](#) in advance.

2. Connect

When it's time for your appointment, click the button below to join.

Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.

[Start eVisit](#)

Need help?

If you have questions about your health care or appointment, contact your health care provider.

If you are experiencing connectivity/video quality issues, or if you have questions about how to prepare for or connect to your appointment, please visit [eVisit Help Centre](#).



Tips and tricks for virtual visits

Test	Turn off	Choose	Wear	Sit away	Wear	Have	Email
Test your internet, device and ability to connect to the video platform ahead of time	Turn off all devices that use wifi, other than the device you are using. On your device, close all apps, and ensure your device is fully charged.	Choose a quiet and private location and position your device so that it is stable.	Wear a headset or earphones with a microphone to improve the audio quality	Sit away from windows to ensure even lighting Sit an arm's length away from the device and place it at eye height.	Wear a tank top and loose pants to allow a good physical exam	Have these available: a helper, medication list, tape measure, pad and pen. Keep the original virtual visit email handy in case you get disconnected.	Email photos of rash, swollen joints or nail changes that are hard to see, or documents that you want to share ahead of time

Preparing for in-person appointments

Before your appointment

- Prepare yourself
- Track your symptoms
- Take advantage of available resources
- Ask if travel assistance funding is available in your area
- Plan your appointment day carefully allowing for travel and rest

During your appointment

- Give the full story
- Bring a trusted friend or family member
- Don't be afraid to speak up, and make sure you understand
- Partner with your treatment team
- Ask what is the best way to communicate between visits

After your appointment

- Take notes on your appointment
- Note any follow ups, referrals, and tests
- Utilize self-management strategies when possible
- Don't be afraid to follow up

HEALTH-CARE APPOINTMENT CHECKLIST

DATE: APPOINTMENT WITH:

A FEW WEEKS BEFORE

☐ Ask a family member or friend to join you as a companion.
HINT Share this checklist

☐ At least two weeks before start using the Symptom symptoms and identify contributing to them.

☐ Start a list of the issues you want to ask.

THE DAY BEFORE

☐ Review your list of issues/questions to make

A FEW DAYS BEFORE

☐ If your joint pain is under the Joint Pain Symptom your appointment.

☐ List all of your medication



Arthritis Goal Tracker

Use the Goal Tracker to write down your treatment goals. Keep the Goal Tracker handy, such as on your fridge door or a bulletin board so you can be reminded of your goals and can track your progress more easily.

Date	Treatment Goal	Reason	Shared with Healthcare professional?	Updates
(Example) January 29	Improve joint pain to be more physically active	New plan to lose weight	Discussed with physiotherapist	Do knee strengthening exercises twice a day

DAILY SYMPTOM TRACKER

DATE: NAME:


This is a great tool for you and your health-care provider to spot patterns and help manage your care. It is recommended you fill it out daily for at least two weeks prior to seeing your health-care provider.

MEASURE

Circle where

Who did I see?

- Name: _____
- Profession: _____
- Contact information: _____
- Name of receptionist/office manager: _____
- Date of next appointment?: _____



Post-Appointment Record

Who did I see?

- Name: _____
- Profession: _____
- Contact information: _____
- Name of receptionist/office manager: _____
- Date of next appointment?: _____



I feel like I'm pulled in many different directions when it comes to my arthritis care, and I don't know how to navigate it all. What should I do?

- ▼ Learning to advocate for yourself and your needs can be one of the most powerful things you can do



Taking an Active Role in Your Treatment Planning

Learn about your condition, communicate with your health care team and make informed decisions about your care needs



Understanding Your Coverage Options

Learn about the different sources of coverage for health care costs, and how to navigate them to get the support you need



Advocating for Change

Learn how our health care system works, and how your voice can help influence policies that affect you and other patients

Q

What can I do to manage my arthritis at home, while waiting for care?





**We will get through this
together**

Q

Are there things I can do to self-manage my arthritis?



**Practice good
self-care**





Are there things that I can do online to help manage my arthritis?

Online Learning Modules



Overcoming Fatigue

Get back to active living with some thoughtful steps in the right direction.



Managing Chronic Pain

Pain is a common symptom of arthritis. Learn ways to manage it and thrive.



Staying Active

Everything we do involves our joints. Discover how to make moving easier.



Mental Health and Well-being

Mental health is a part of everyone's life. Get the tools you need here.



Eating Well

Eating healthy can make a big difference in how you feel. Dig in here.

Focused Breathing Exercise



Mental Health and Well-Being Online Learning Module



Inspiration: **Jacque's** mindfulness



15 Tips for Self-Care



COVID-19 and Arthritis

Check out our latest information on what COVID19 means for you and your family if you have arthritis.

[Learn More](#)

**Register to receive the Arthritis Society's
flourish e-newsletter**

Q

Where can I find reliable information?

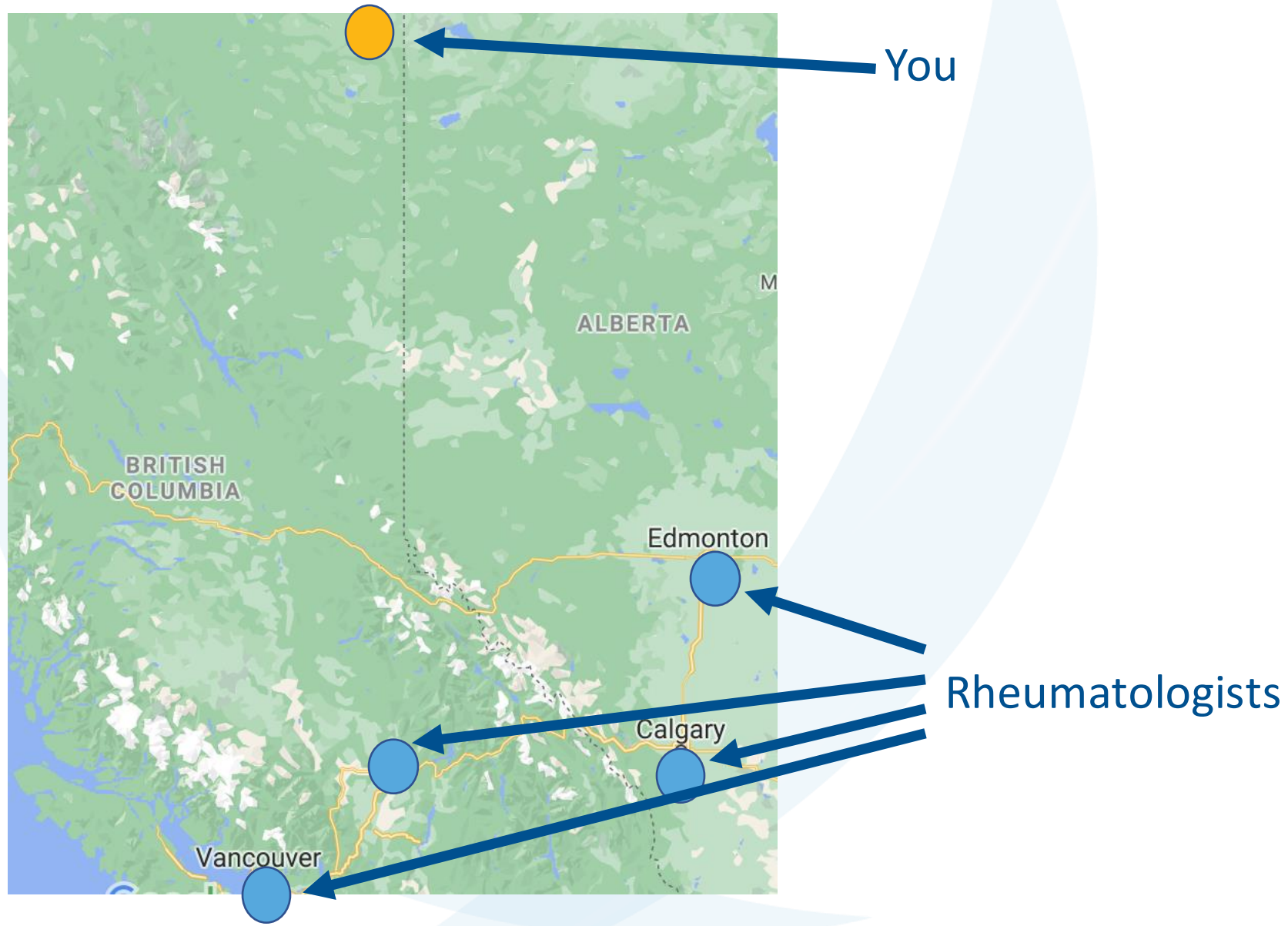






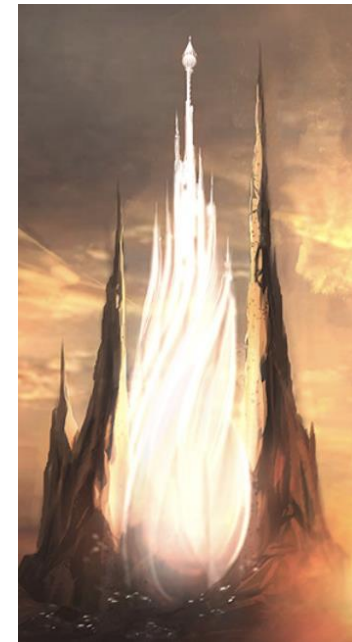
What's being done across the country to improve arthritis care?



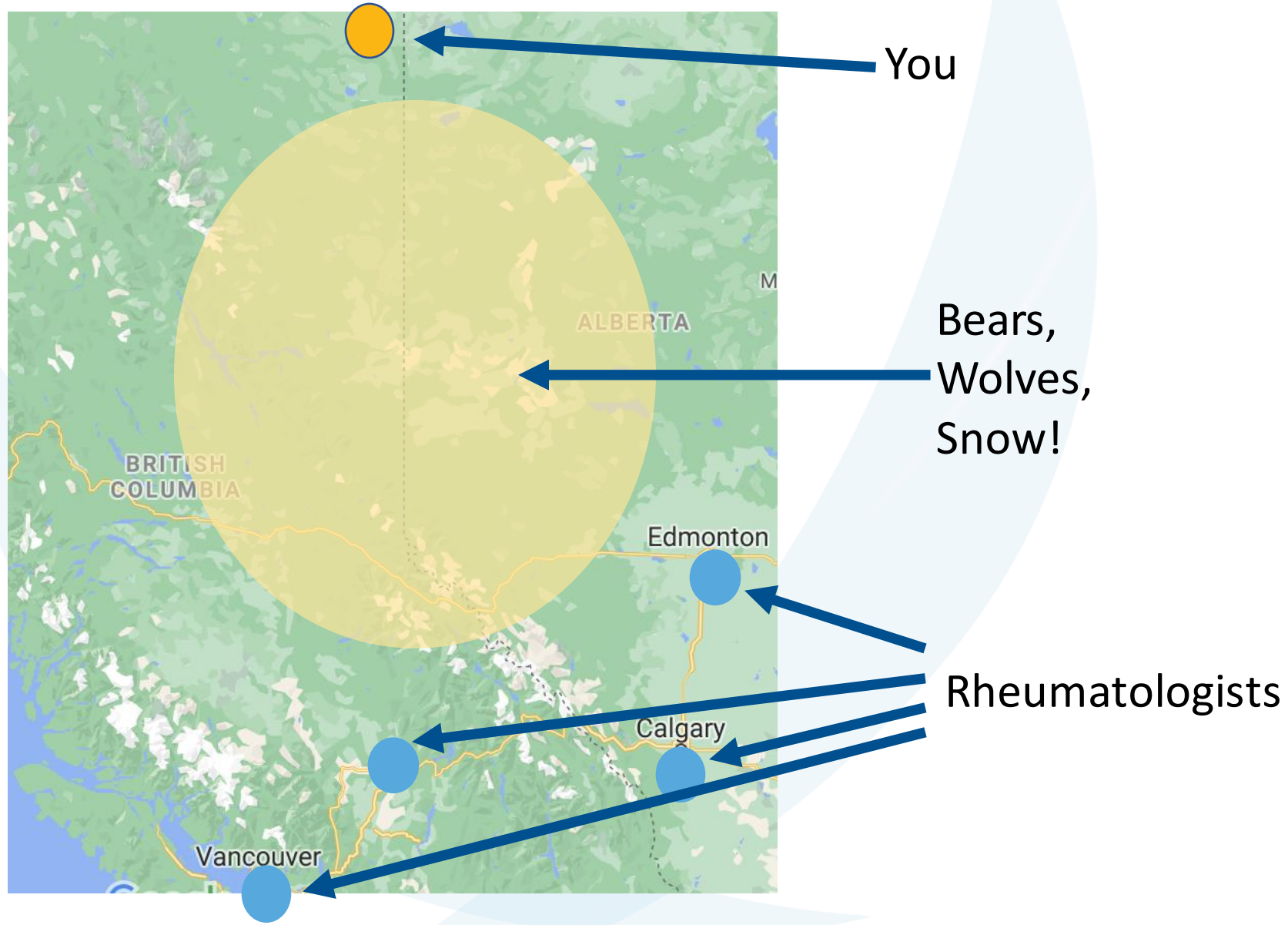
Current Rheumatology Model of Care



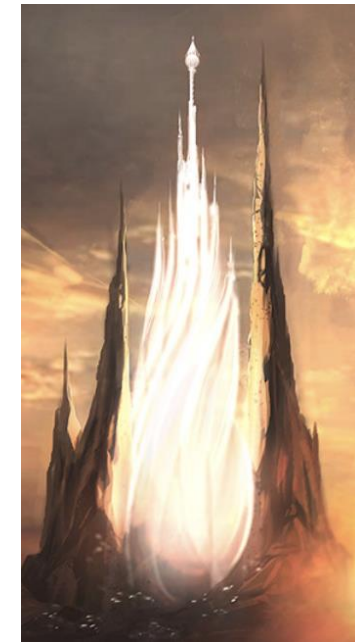
Doctor's appointment	 
Ivory Tower, BC	
Apr 27, 2021 9 AM to 10 AM	
Add Alert, Repeat, or Travel Time	
Add Invitees	
Add Notes or URL	



Current Rheumatology Model of Care



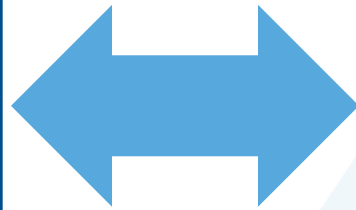
Doctor's appointment	<input type="checkbox"/> <input type="checkbox"/>
Ivory Tower, BC	
Apr 27, 2021 9 AM to 10 AM	
Add Alert, Repeat, or Travel Time	
Add Invitees	
Add Notes or URL	



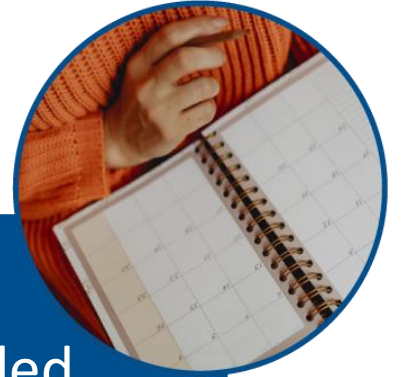
Telemedicine = Virtual Health



▼ Arthritis doctor



- ▼ Patient alone
- ▼ Patient + family
- ▼ Patient + RN/PT/OT
- ▼ Patient + GP



- ▼ Scheduled appt.
- ▼ Or on-demand, real-time service

BC RheumVision



- ▼ Improving access to care for indigenous, rural and inner-city patients
- ▼ Instant rheumatology access at the click of a button
- ▼ Yukon rheumatology initiative coming soon!

Q

How are allied health providers being used across the country to improve arthritis care?

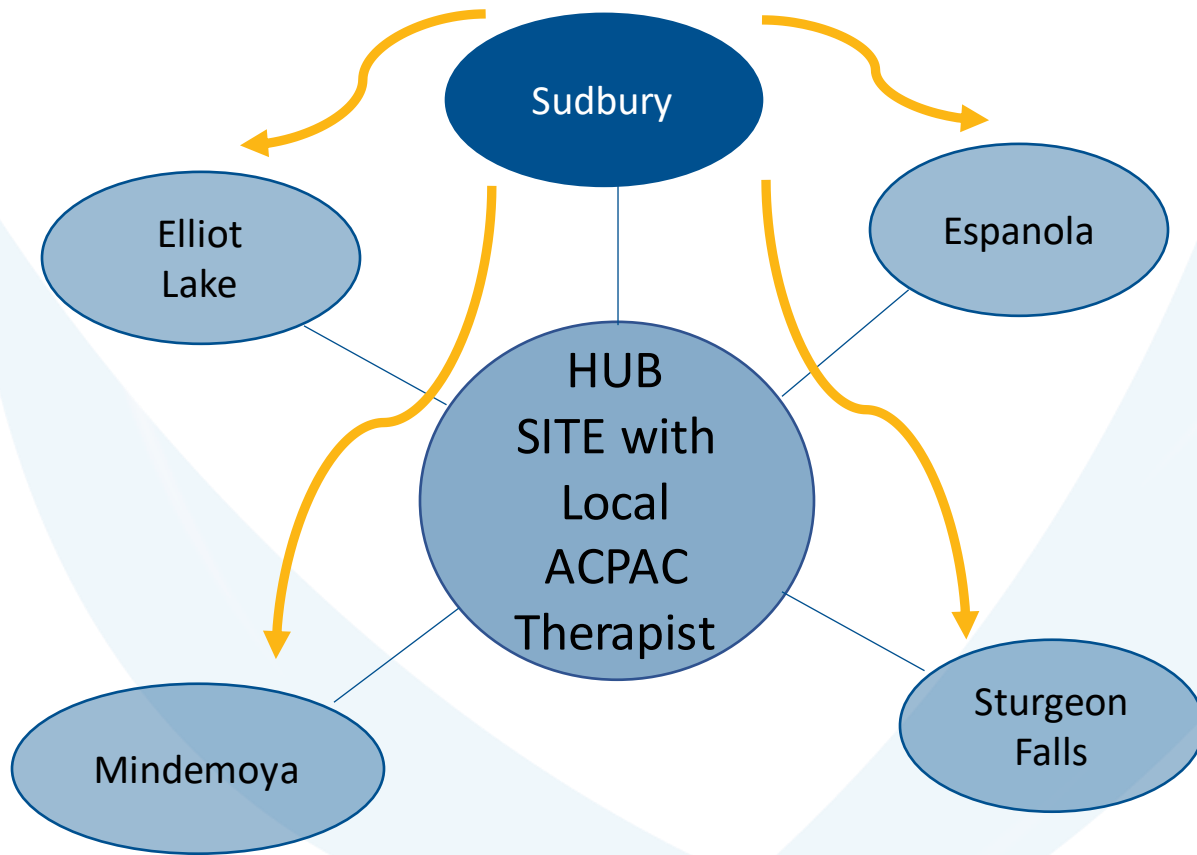


ACPAC

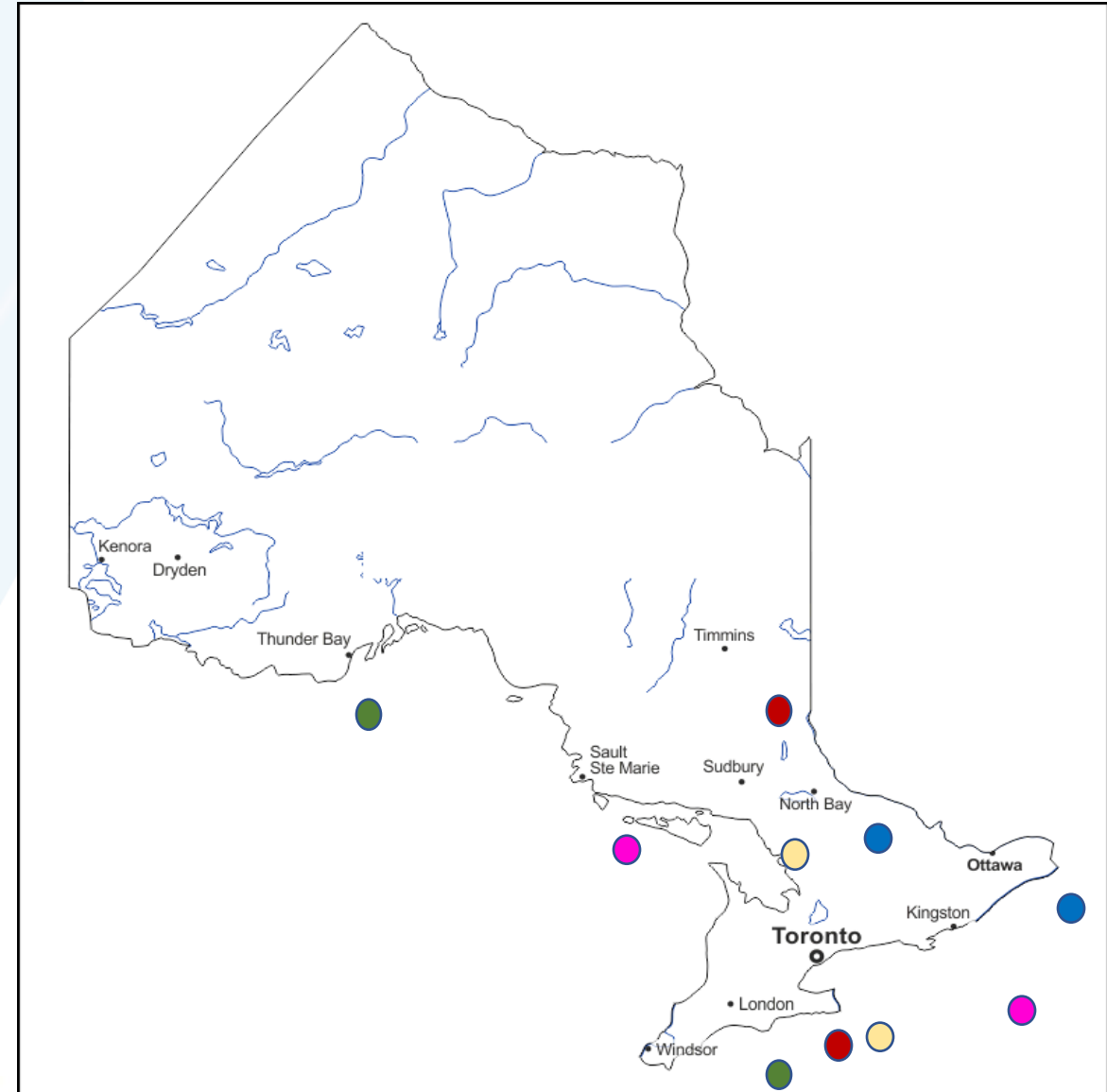
- ▼ ACPAC= Advanced Clinician Practitioner in Arthritis Care
- ▼ 10-month post-licensure interprofessional certificate program for physiotherapists, occupational therapists, nurses and chiropractors
- ▼ 100 graduates across Canada
- ▼ Designed to increase access to arthritis care and promote an interprofessional approach to care



Ideal MOC in Northern Ontario for Rheumatology?



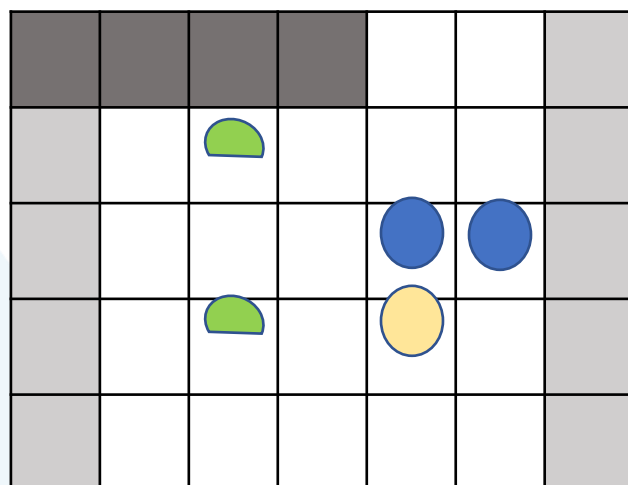
Hub-Spoke Virtual Care model with an ACPAC-Rheumatologist



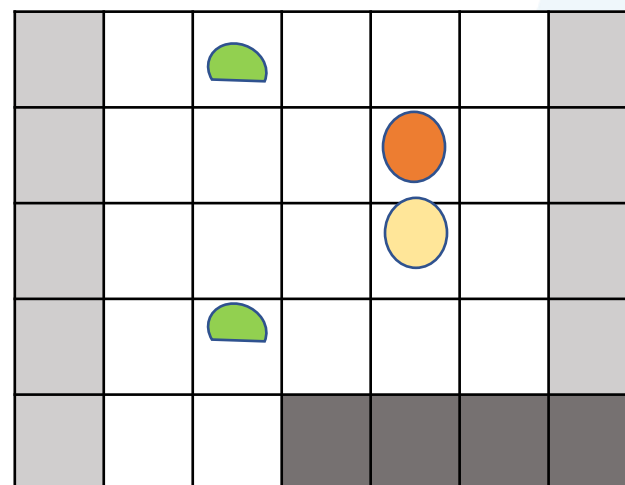
Recruited 4 new rheumatologists to help in Sudbury starting July 2021





Comprehensive model for Timmins, Ontario

December

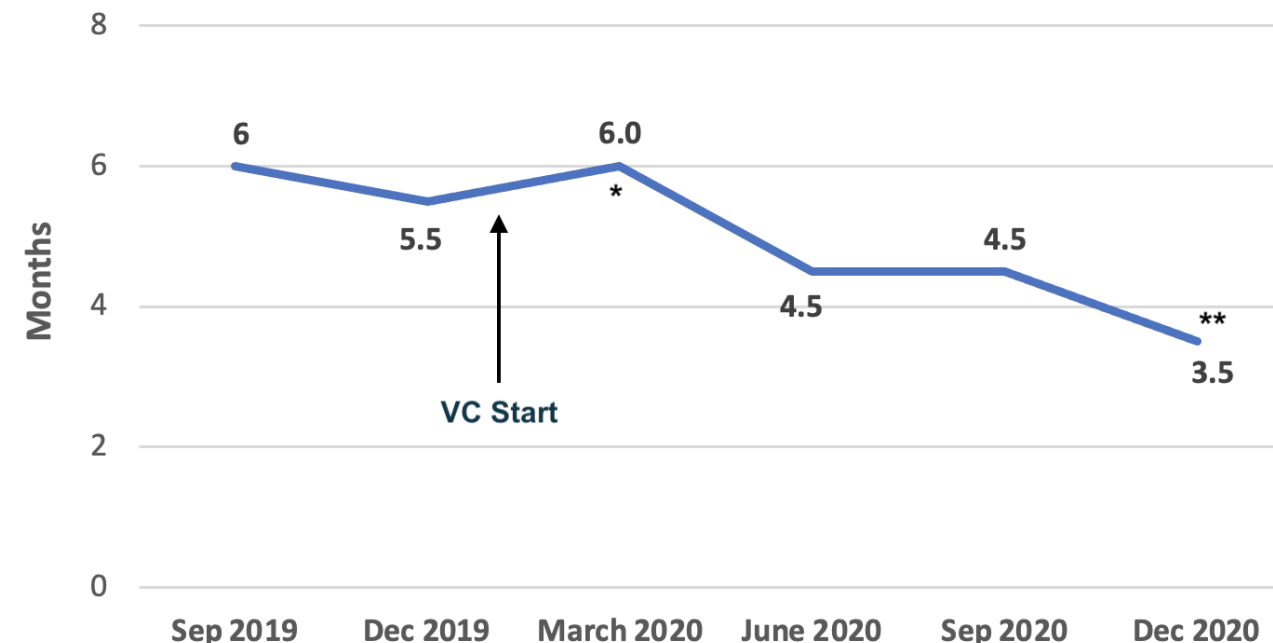


January



-  Traditional in-person clinics in Timmins
-  Half-day OTN 'Direct-to-Home' Virtual Consults
-  E-consults from GPs and NPs
-  Virtual Case Conference and Educational Rounds

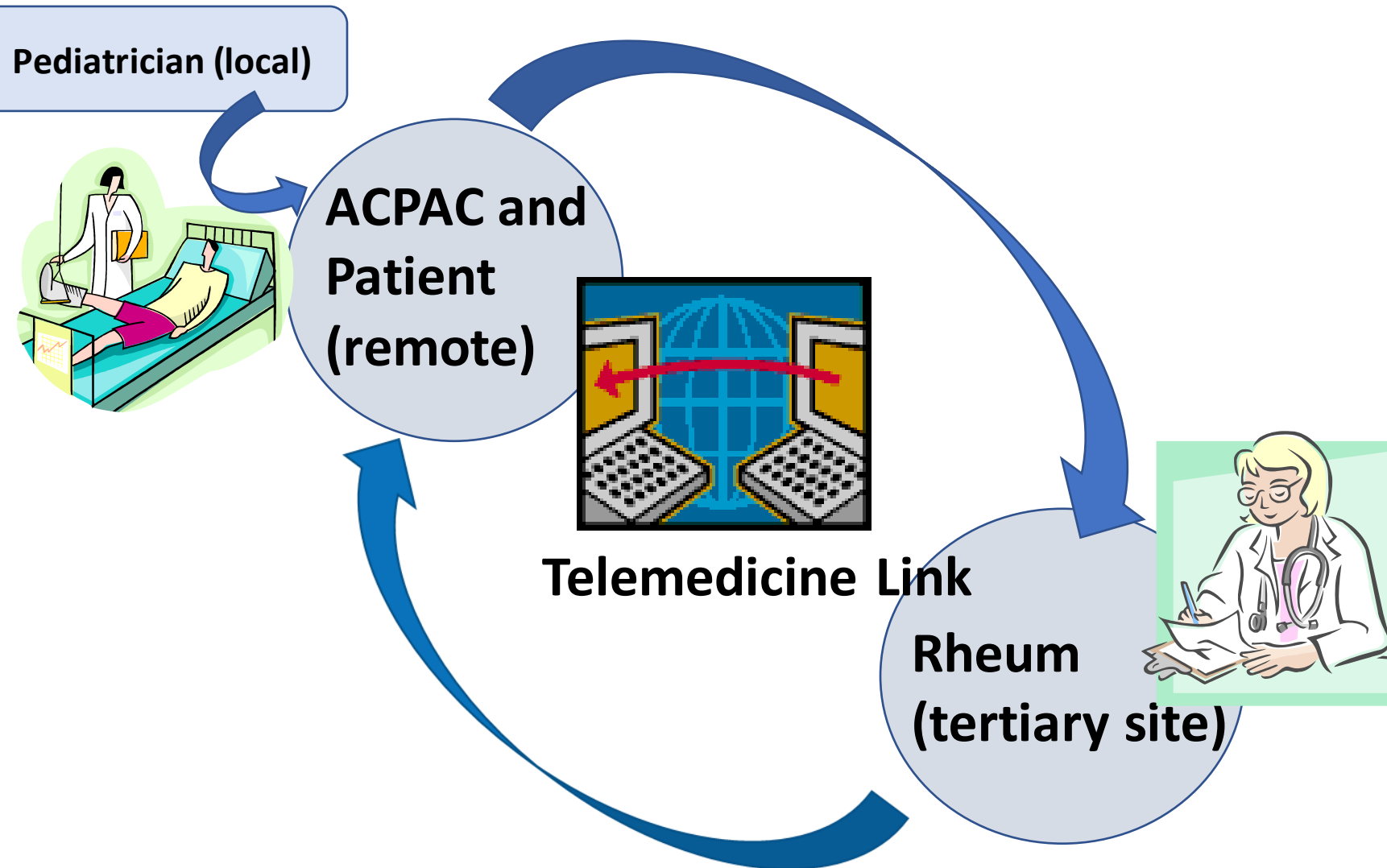
Wait Times for New Patient Referrals



Annual Capacity of this System (2 rheumatologists, 1 ACPAC)

~300-350 patients in person clinics
 144 patients in virtual clinics
 30-40 Case discussions
 Variable E-Consults

Pediatric Rheumatology in Ontario – Bensen Models of Care Project



- ▼ Improve efficiency by partnering with AHP (ACPAC) colleagues
- ▼ Evaluate key drivers of optimal care:
 - No show rates
 - Referral volumes from under resourced areas
 - Best practices metrics
 - Disease outcome measures
- ▼ Increase knowledge and skills of ACPAC and PCPs via pediatric-focused education at distant sites
- ▼ Collect evidence that sustained public funding can lead to cost savings by supporting high quality care delivered locally

Any final thoughts or recommendations?





How can I help make arthritis a priority?

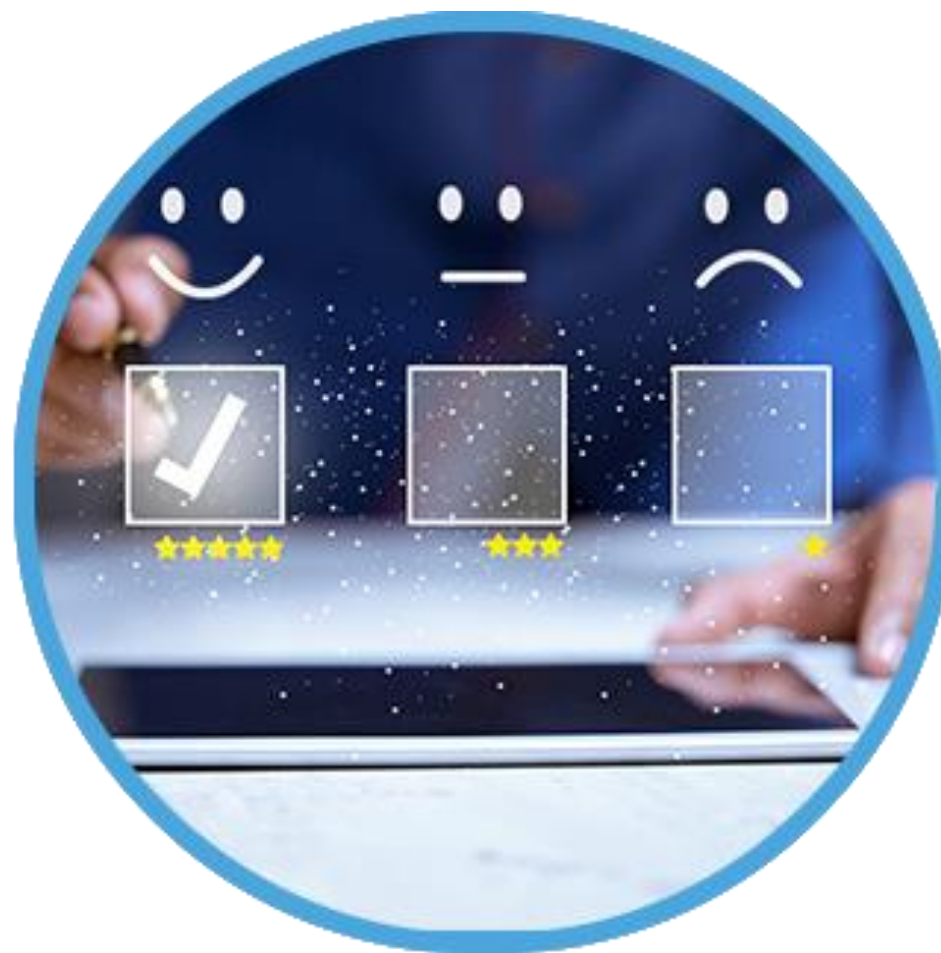
What YOU can do

- ▼ Ask and advocate for similar endeavours in your province
- ▼ Advocate for ongoing telemedicine support with your local government

Questions



Tell us what you think...



May is Leave a Legacy Month

Help us create a future free from arthritis.

Much of our funding comes from people who leave a gift in their Will. Legacy gifts help ensure the continuation of our education, programs and services to support Canadians living with arthritis.

There's never been a better time to learn more about planning your legacy.



LEAVE A LEGACY®

For more info, visit
www.arthritis.ca/plannedgiving



Upcoming Events



Arthritis Talks: **Eat Smart for Arthritis**

Lalitha Taylor, Registered Dietitian, Alberta

6 p.m. ET

Learn about:

- Why is having a balanced diet so important for people living with arthritis?
- Are there any recommended diets to follow?
- What small changes can people make to make a difference to their overall arthritis management?

Register at:

Visit arthritis.ca/arthritistalks or click the link in your email inbox