

Virtual Care Medicine: Risk Management and Best Practices
November 11, 2020

8:30 Program Log-in

9:00 Welcome from the Chair

Anna Marrison, Borden Ladner Gervais LLP

9:05 The Law and Background of Virtual Care

Anna Marrison, Borden Ladner Gervais LLP

Christine Laviolette, Borden Ladner Gervais LLP

- What is virtual care?
- What is the applicable law?
- What is the history of virtual care?
- What is the current situation?
- What are the standards of care guiding your actions?
- Current best practices as set out by the case law

10:00 Providing Virtual Care: Perspectives from a Virtual Care Physician

Mark Dermer, MD, CCFP, FCFP, Primary Care Telemedicine Physician,
Physician Leader and Healthcare Consultant, Mark Dermer and
Associates Ltd.

While virtual care is not new, it has only recently really gained traction. Understanding how it has evolved is critical to recognizing the challenges and how to navigate them. Dr. Dermer will walk us through:

- The history of virtual care from a physician perspective
- What it can and cannot do – scope of practice
- What happened when COVID-19 hit? How did physicians make the shift?
- What obstacles exist to wider adoption of virtual care medicine?
- What innovations exist that may improve the virtual care experience?
- How best to ensure patient safety, consent & privacy
- Best practices in setting up a virtual care environment
- What impact will virtual care have on the future of health care?

11:00 Wellness Break

11:15 Perspectives on Virtual Care

Carolyn Silver, General Counsel, College of Physicians and Surgeons of Ontario

Barry Gang, MBA, Dip.C.S., C.Psych. Assoc., Deputy Registrar & Director of Professional Affairs, College of Psychologists of Ontario

- What was the situation pre-COVID-19?
- What guidance did the CPSO & CPO give to their members?
- What are the standards today?
- What are the CPSO & CPO seeing today?
- What questions are you seeing from your members?
- What guidance is being provided to their members?

12:15 Panel Discussion

Moderator: Anna Marrison, Borden Ladner Gervais LLP

Panelists:

Mark Dermer, MD, CCFP, FCFP, Primary Care Telemedicine Physician, Physician Leader and Healthcare Consultant, Mark Dermer and Associates Ltd.

Carolyn Silver, General Counsel, College of Physicians and Surgeons of Ontario

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- What are the current realities, challenges?
- How are people coping with this new reality?
- Where and how do we expect the situation to progress from here?
- What are the anticipated legislative changes in this area? When do we expect to see those changes?
- What is the long-term plan for virtual care?

1:00 Program Concludes