

GP Video Consultations

Lars Hulbaek, CEO

LHF@medcom.dk



Agenda

1. GP's, video consultations and the role of MedCom
2. Video consultations and Covid-19



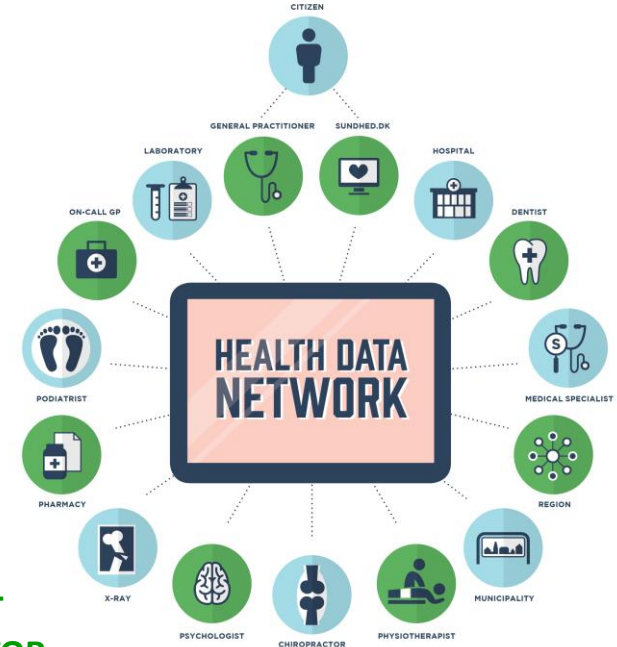
GP's, video consultations - and the role of MedCom

What is MedCom?

MedCom was established in 1994 as a partnership of authorities, organisations and private enterprise associated with the Danish health sector. In 1999, a financial agreement between the counties and the government established MedCom as a permanent organisation, with the following aim:

“MedCom shall contribute to the development, testing, dissemination and quality assurance of electronic communication and information in the health sector with a view to supporting good practice in patient care.”

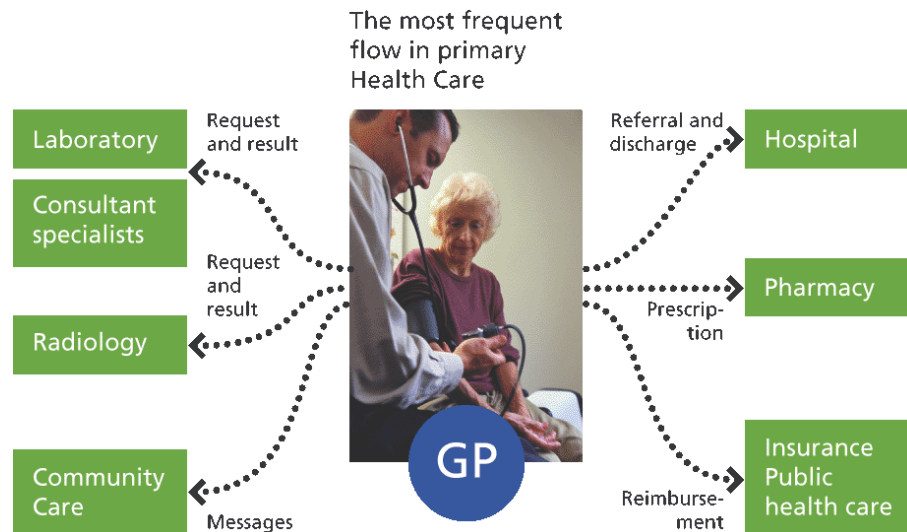
MedCom is owned and financed by:
The Ministry of Health
Danish Regions
Local Government Denmark/Municipalities



- ✓ **NONPROFIT**
- ✓ **CROSS SECTOR**
- ✓ **ALL IT-VENDORS**
- ✓ **STANDARDS & INFRASTRUCTURE**
- ✓ **NATIONWIDE**
- ✓ **PRACTICAL IMPLEMENTATION**
- ✓ **eCOMMUNICATION**
- ✓ **TELEMEDICINE**

Starting point in 1994: Focus on the GPs

- *GP = Gatekeeper*
- *Numerous communication needs*
- *Cooperation with hospitals, municipalities, pharmacies and laboratories*
- *Patient APP in 2019: "MinLæge" [MyGP]*
- *Videoconsultations in 2020 [Covid-19]*



European Benchmark 2018: GP use of ICT

Full adoption

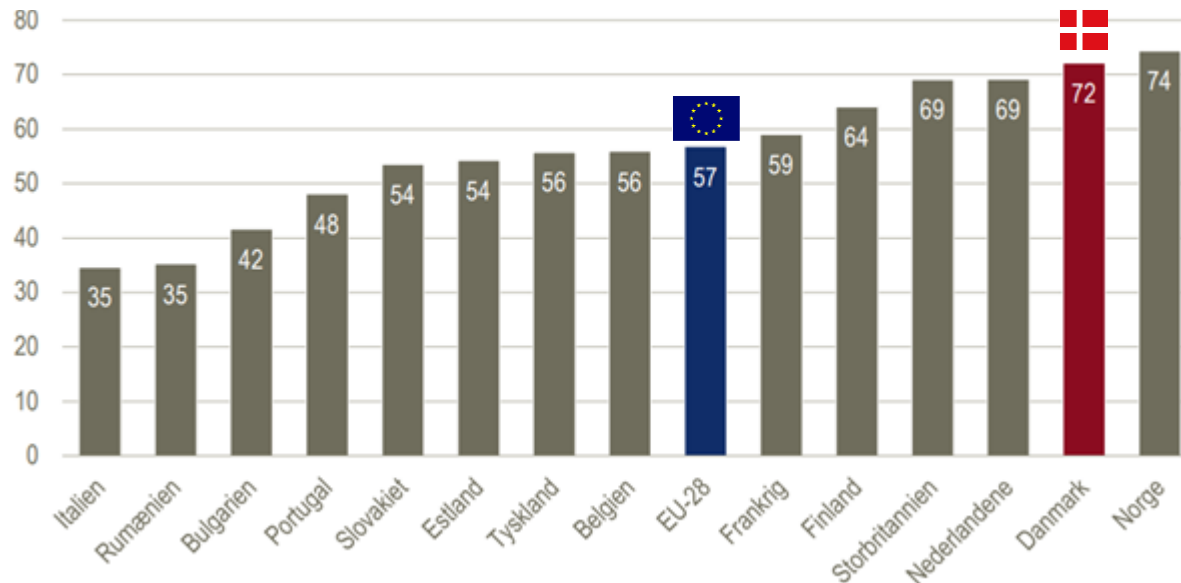
No awareness



Mobile Internet Access

Internet access via mobilephone/smartphone

% of internetusers, 16-74 years old, 2014



National video-hub: VDX

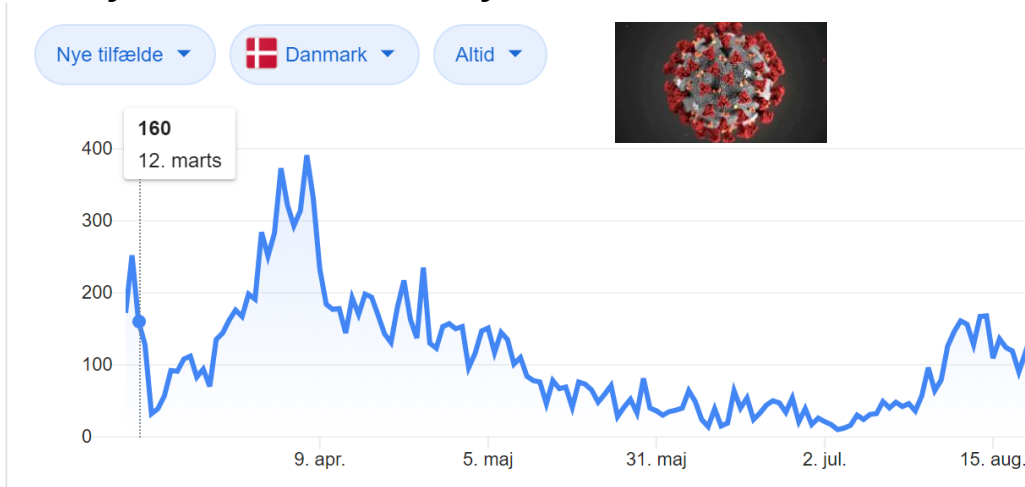
- Established in 2009 (national implementation of video-interpretation)
- Background: Stand alone video solutions without interoperability
- Bridge between local video infrastructures at hospitals, GPs and in municipalities
- Based on common used video standards (Skype4business, MS Teams, Cisco etc).
- Gives access to virtual meeting rooms, used for virtual multipart meetings
 - Fixed meeting rooms
 - Temporary meeting rooms via booking module



Video Consultations and Covid-19

March 11: National lock down

Confirmed COVID-19 infection rate



March 11, 2020: Prime Minister Mette Frederiksen launches national lock down on national television

GPs and Video Consultations

Open GP consultations abolished

No COVID-19 patients in the GP waiting room

Temporary national agreement about fee for GP video consultations

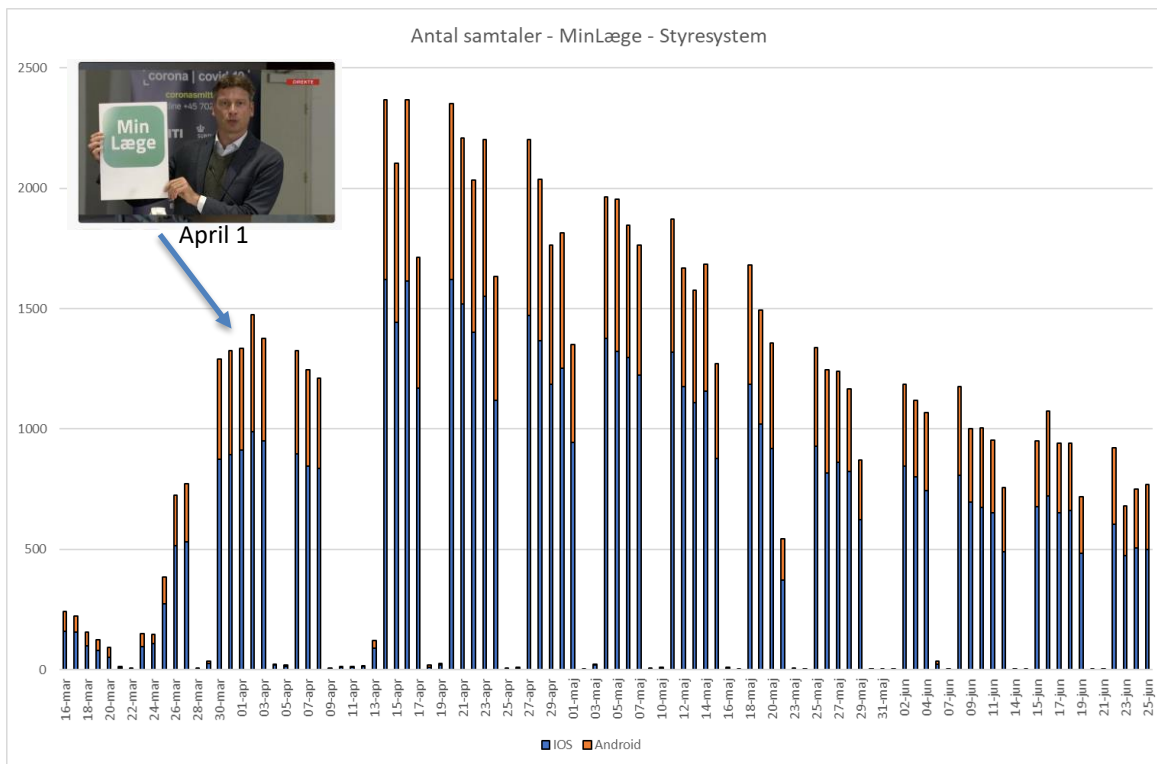
Urgent implementation of videoconference and virtual waiting room in the "MyGP"-APP

Urgent scaling up of VDX (10-fold traffic capacity)



April 1, 2020: Christian Freitag, GP Chairman, launches video conference via "MyGP"-APP on national television

GP's and Video Consultations



*Video meetings in the national video hub (VDX),
March-Juni 2020*

- In total: 199.455
- Of which: GP video conferences: 82.260

GP's recommendations

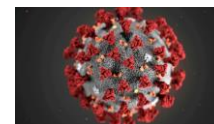
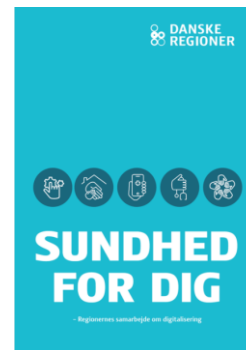
The medical frameworks/surroundings

- Help the patient with the technical frameworks at the beginning of the VC
- VC's are normally shorter and more focused than physical consultations – therefore, ask the patient in a more direct way about his/her feelings and thoughts and take more and longer breaks than normally
- Use the same consultation technique as if it was an ordinary physical consultation: go through the agenda, ask open questions etc.
- VC's often contain more misunderstandings. Make sure the patient understands, accepts and knows what to do before ending the consultation
- Meta-communication about VC is also important. Start off by explaining the patient how VC's are different than physical consultations. When finishing, ask about the patient's experience of the VC. Concrete question: *“Would you like a physical consultation where we can talk more about it?”* Here you make sure that the patient actively knows what to do (most patients answer no to the question, which is great, as it shows that VC's actually work!)
- VC's are especially appropriate for well-known patients without the need of physical examinations and for patients who are afraid of showing up for physical consultations (patients with anxiety, children etc.)



Next steps

- New Danish Regions eHealth Strategy (August 2020)
- Permanent national agreement about fee for GP-Video Consultations (expected September 2020)
- COVID-19 phase 2 in the next months ???
- VDX and MyGP-APP is ready!



Thank you for your attention

*Lars Hulbæk
CEO, MedCom*