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The Virtual Round

The Virtual Clinic Concept

“The use of telemedicine to support the assessment, monitoring and management at a distance away from the traditional face to face clinic consultation”

Flodgren,G. et al., 2015, Interactive telemedicine: effects on professional practice and health care outcomes. Cochrane Database System Review
Acute Medicine at SVUH

**ACTIVITY**
- APPROX 54,000 PATIENTS THROUGH ED
- APPROX. 20,000 INPATIENTS

**2013**
- 11 BED AMAU
- 30 BED AMU

**2015-2017**
- CONTINUOUS INCREASE IN AMU ADMISSIONS BUT DECREASE IN AvLOS

**NAMP TARGET**
- 31% AMAU ADMISSIONS
- 1-2 NIGHT STAY
- IMPROVE THE PATIENT EXPERIENCE

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**Inpatient AvLOS 2016 and 2017**

AvLOS in days

- **2016**
- **2017**

**MEDICAL**
- 10

**SURGICAL**
- 6

**AMU**
- 3
NAMP Targets

AMU FLOW

INPUT
- SICK PATIENT

PROCESS
- PATIENT CARE

OUTPUT
- WELL PATIENT
Follow-up we can depend on”
Virtual Round

Follow up of agreed diagnostics
• Ensuring safe discharge
• Reducing length of stay
• Reducing outpatient clinic reviews
• Preventing readmission
• Improving communication with primary care

How does it work? - Clinical Portal
Ward ** ** AMU VIRTUAL ROUND** *(DIAL 9)*

Bed No / Room 5

Diagnosis/Comments:
(No more than 4000 characters)
K22.9 (Hepatic Encephalopathy) Hepatic failure, unspecified with coma

Treatment/Comments:
(No more than 4000 characters)
Lab results awaiting High K+

Fit for D/C NO

Save Close

10/5/2018
New Discharge summary process

Patient discharged

Select Episode

Add letter

Virtual Clinic date recorded on letter

Print letter

Select Episode

Add letter

Virtual Clinic date recorded on letter

Virtual Clinic follow-up detail added as per clinical summary

On clicking update letter in the worklist associated Virtual Clinic detail passed back into cloned letter as addendum

Validate letter

Print letter

Letter sent to GP

Edited as required with Addendum at top

Virtual clinic
Worklist recorded as Clinical Summary static ward

Virtual Clinic

Virtual clinic follow-up detail added as per clinical summary

Validate letter

Print letter

New Discharge summary process

Validate and print letter

Edited as required with Addendum at top

Virtual clinic
Worklist recorded as Clinical Summary static ward

AMU virtual round business card
Referrals to AMU Virtual Round

<table>
<thead>
<tr>
<th>Year</th>
<th>AMU Discharges</th>
<th>Virtual Round</th>
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<tbody>
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<tr>
<td>2016</td>
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The Patient Experience
Conclusion

The use of telemedicine to support:

• safe discharge

• Reduce length of stay

• Reduce outpatient clinic reviews

• Reduce readmission rates

• Improve communication with primary care

Demonstrated positive impact on reduction in LOS and positive feedback from patients