

Renfrew County Virtual Triage and Assessment Centre (VTAC) Report

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-Background-

The Renfrew County Virtual Triage and Assessment Centre (VTAC), established in March 2020, provides a hybrid approach to urgent care. VTAC offers three visit modalities: in-person (with a family physician or community paramedic), virtual (with a family physician or community paramedic), and hybrid (real-time collaboration between an in-person paramedic and a family physician working remotely). Operating 24 hours a day, 7 days a week, VTAC ensures rapid access to care.

Data from VTAC's electronic medical record (*Telus PSS*) is extracted monthly and integrated into Power BI for visualization. This report presents key metrics for VTAC encounters during 2025 (January 1 - December 31), offering an overview of clinical activity over the year.

-Overview of 2025 Encounters-

Figure 1 illustrates the breakdown of the main completed appointment modalities with VTAC during 2025. During the year, VTAC recorded a total of 47,742 encounters. The majority of these were virtual consultations with a family physician (N=39,659; about 83%). In-person visits with a paramedic, either at a clinical assessment centre or the patient's home, accounted for 3,600 encounters (about 8%). Hybrid encounters, conducted at one of VTAC's clinical assessment centres or the patient's home, totalled 3,380 (about 7%). Approximately 15% of all appointments included an in-person component involving local clinicians.

Figure 1. Distribution of VTAC appointment modalities (2025).

Total Encounters	Total Virtual Physician	Total Virtual Paramedic	Total Hybrid at CAC Site
47,742	39,659	683	3,263
Total Hybrid at Patient's Home	Total In-Person Physician Only	Total In-Person Paramedic Only	Total Paramedic at Patient's Home
117	420	2,729	871

Figure 2 provides a more granular breakdown of the visit modalities with VTAC during 2025. Most physician virtual encounters were conducted by phone (N=39,651; over 99.9%), with only 8 encounters using video. Similarly, the majority of hybrid encounters involved a paramedic at one of the clinical assessment centres and a physician by phone (N=3,299; about 98%).

Figure 2. Detailed breakdown of VTAC visit modalities (2025).

Appointment Modality	Number of Encounters
Physician Virtual Only Visits – Phone Assessment with Physician	39,651
Physician Virtual Only Visits – Video Assessment with Physician	8
Paramedic Virtual Visits – Audio	682
Paramedic Virtual Visits – Video	1
Hybrid Visits (Paramedic in-Person at CAC, Physician Virtual) – Physician by Audio	3,229
Hybrid Visits (Paramedic in-Person at CAC, Physician Virtual) – Physician by Video	34
Hybrid Visits (Paramedic in-Person at Patient’s Home, Physician Virtual) – Physician by Audio	87
Hybrid Visits (Paramedic in-Person at Patient’s Home, Physician Virtual) – Physician by Video	30
In-Person Physician Only Visits – At CAC Site	420
In-Person Paramedic Only Visits – At CAC Site	2,729

VTAC experienced minimal appointment cancellations or no-shows. Throughout the year, there were 1,111 cancelled appointments and 2,174 no-shows across all visit modalities. Additionally, the number of monthly completed appointments remained relatively stable over the 12-month.

Among VTAC physician encounters, over 60% (N=24,413) resulted in a prescription being issued or modified. Additionally, 1,182 patients (less than 3%) were advised to attend the emergency department urgently, while 2,661 (about 7%) were referred to a specialist. Emergency services (911) were called on only 4 occasions, and approximately 10% of encounters led to either a scheduled or unscheduled follow-up appointment with a VTAC physician.