

Renfrew County Virtual Triage and Assessment Centre Report (March 2024)

An overview of clinical output since March 2020.

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Summary

The Renfrew County Virtual Triage and Assessment Centre (VTAC) was established in March 2020. It provides support from medical receptionists, family physicians, and community paramedics 24 hours a day, 7 days a week. VTAC offers various visit modalities, including virtual care by family physicians, in-person care from family physicians and community paramedics, care at Clinical Assessment Centres (CACs) across Renfrew County, and home care for vulnerable, housebound residents. Appointments through VTAC fall into three categories: in-person, virtual and hybrid (which involves real time collaboration between a paramedic in-person with the patient and a physician working remotely).

This report briefly presents some of the key metrics for VTAC up to January 31, 2024. The report provides an overview of VTAC's output, as well as insight into patient demographics, visit modalities, reasons for visits, and visit outcomes.

This report mainly focuses on data since VTAC's inception, with an additional focus since January 2023, as this is when more granular data became available. Granular visit modality data are presented from June 2023.

Key Points

- Since 2020, VTAC's clinical focus has shifted from a significant proportion of COVID-19 related tests and assessments, to being almost entirely related to other concerns commonly encountered primary care providers.
- Over time, the proportion of unattached VTAC patients has increased, with 73% of clinical assessments in 2023 involving unattached residents.
- The demand for VTAC services continues to increase, with 2023 marking the highest number of clinical assessments in any year.

Overview

The distribution of total clinical assessments, assessments involving unique patients, and COVID-19 tests conducted by VTAC since 2020 is shown in Table 1.

Table 1. Clinical Assessments, unique patients and COVID-19 tests.

Year	Clinical Assessments*	Unique Patients	COVID Tests
2020	31,657	20,342	32,620
2021	20,120	10,937	32,213
2022	29,530	14,667	4,918
2023	44,331	17,148	1,526
Total (up to Jan 2024)	129,952	44,604	71,392**

*Completed by physicians or paramedics, either by virtual means, in-person or a hybrid assessment.

**The vast majority of COVID-19 tests were completed by paramedics at designated drive-through sites, without the need of a full clinical assessment.

Patient Demographics

Since its inception in March 2020 and since January 2023, the breakdown of VTAC clinical assessments based on attachment status is shown in Table 2.

Table 2. Attachment status.

Attachment Status	Since March 2020		Since January 2023	
	Number	Percentage	Number	Percentage
Attached	48,071	37.2%	12,943	27.0%
Unattached	81,102	62.8%	34,923	73.0%

Since its inception in March 2020 and since January 2023, the breakdown of age groups among VTAC clinical assessments is shown in Table 3.

Table 3. Age groups.

Age Group	Since March 2020		Since January 2023	
	Number	Percentage	Number	Percentage
Under 18	15,256	11.9%	5,383	11.3%
18-24	6,693	5.2%	2,145	4.5%
25-34	15,912	12.4%	6,068	12.8%
35-44	17,602	13.7%	6,443	13.6%
45-54	13,327	10.4%	4,932	10.4%
55-64	19,282	15.0%	7,170	15.1%
65-74	20,878	16.2%	7,740	16.3%
75-84	13,224	10.3%	5,159	10.9%
85+	6,488	5.0%	2,491	5.2%

Since its inception in March 2020 and since January 2023, the breakdown of VTAC clinical assessments based on sex is shown in Table 4.

Table 4. Sex.

Sex	Since March 2020		Since January 2023	
	Number	Percentage	Number	Percentage
Female	80,252	62.5%	29,866	62.6%
Male	48,137	37.5%	17,853	37.4%

Since its inception in March 2020 and since January 2023, the breakdown of VTAC clinical assessments based on municipality is shown in Table 5.

Table 5. Municipality.

Municipality	Since March 2020		Since January 2023	
	Number	Percentage	Number	Percentage
Pembroke	58,221	45.2%	24,771	51.8%
Petawawa	20,696	16.1%	6,354	13.3%
Renfrew	9,923	7.7%	3,012	6.3%
Arnprior	6,527	5.1%	2,878	6.0%
Whitewater Region	7,616	5.9%	2,699	5.6%
Bonnechere Valley	4,551	3.5%	1,540	3.2%
Deep River	4,145	3.2%	1,019	2.1%
McNab/Braeside	1,917	1.5%	696	1.5%
Madawaska Valley	3,123	2.4%	660	1.4%
Laurentian Valley	1,784	1.4%	584	1.2%
Killaloe, Hagarty & Richards	1,397	1.1%	341	0.7%
North Algona Wilberforce	1,171	0.9%	324	0.7%
Greater Madawaska	1,021	0.8%	274	0.6%
Admaston/Bromley	689	0.5%	196	0.4%
Brudenell, Lyndoch, & Raglan	684	0.5%	167	0.3%
Laurentian Valley	199	0.2%	83	0.2%
Head, Clara & Maria	121	0.1%	38	0.1%
Horton	173	0.1%	38	0.1%
Pikwakanagan	51	0.0%	10	0.0%
South Algonquin	3	0.0%	0	0.0%
Out of County	4656	3.6%	2118	4.4%

Visit Modalities (Since June 1, 2023)

Since June 1, 2023, VTAC has conducted 32,893 clinical assessments. The breakdown of visits by assessment modality is shown in Table 6.

Table 6. Visit modality.

Visit Modality	Number	Percentage
Total virtual physician only (phone or video)	28,001	85.1%
Total in-person physician only (at CAC site)	487	1.5%
Total hybrid (at CAC site)	1,835	5.6%
Total hybrid (at patient's home)	95	0.3%
Total in-person paramedic only (at CAC site)	1,550	4.7%
Total in-person paramedic only (at patient's home)	678	2.1%
Total virtual paramedic (phone or video)	247	0.8%

Reasons for Visits

The numbers of clinical assessments related to COVID-19 and Chronic Disease Management (CDM) and Review of Medication. is shown in Table 7.

Table 7. Reasons for visits.

Reason for visit is related to:

Year	COVID-19	CDM & Med Review.
2020	18106	N/A
2021	1574	4977
2022	2848	6936
2023	630	10484
Total (up to Jan 2024)	23198	23446

Diagnostic Codes

Since July 1, 2023, the 10 most common diagnostic code groups billed by VTAC physicians are shown in Table 8.

Table 8. Diagnostic codes.

Diagnostic Group	Number	Percentage
Respiratory tract infections	3,391	13.1%
Mental health and addictions (excluding serious mental illness)	2,450	9.5%
Musculoskeletal (MSK) concerns and chronic pain	2,234	8.6%
Hypertension and hypertensive conditions	2,049	7.9%
Dermatological conditions	2,025	7.8%
Diabetes care	1,383	5.4%
Chronic and other respiratory conditions (e.g., COPD, asthma)	1,234	4.8%
Gastroesophageal reflux disease (GERD), diverticular disease, and other gastrointestinal (GI) conditions	984	3.8%
Cystitis	979	3.8%
Ill-defined conditions	842	3.3%
Other conditions	8,290	32.1%

Visit Outcomes

Outcomes of visits completed after January 1, 2023 are shown in Table 9.

Table 9. Visit outcomes.

Visit Outcome	Number	Percentage
All issues dealt with, no specific follow up required	26,704	55.0%
Prescription Issued/Altered	24,206	49.8%
Lab Tests Ordered	5,728	11.8%
Referred to Specialist	2,814	5.8%
Diagnostic Ordered	2,702	5.6%
Reviewed & Responded to Test Result/Consult Report	2,013	4.1%
Advised to Follow-up with Own PCP	1,038	2.1%
Advised to VTAC CAC for In-person Assessment	1,028	2.1%
Advised to Attend ED Urgently	868	1.8%
Referred to Community Health Services	522	1.1%
Other Tests, Procedures, and/or Investigations Ordered	280	0.6%
Referred for VTAC Paramedic Home Visit	183	0.4%
Directed to Self Help/Online	145	0.3%
COVID - Paxlovid Prescribed	127	0.3%
Requires Scheduled VTAC Physician Follow-up	119	0.2%
Required Unscheduled VTAC Physician Follow-up	89	0.2%
911 Called	12	<0.1%
Referred to Remote Monitoring Program	8	<0.1%