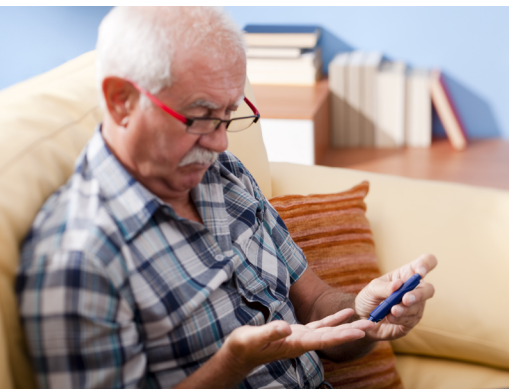


# Case Study



Using Personal  
Videoconferencing to build the  
confidence of diabetic patients

## *The Challenge*

### Verifying good management for the care of diabetic patients

The town of Smooth Rock Falls in Northern Ontario is located on the TransCanada Highway halfway between Cochrane and Kapuskasing. The population of nearly 1400 has access to hospital care, but in order to improve access to health care for diabetic patients in the outlying regions, a clinic run by a Nurse Practitioner was established about 60km away. Dr. Daniel Lebel is the supervising physician for the clinic, responsible for verifying the good care and management of the clinic's diabetic patients.

### *The Solution*

## Personal Videoconferencing, a friendly medium that provides reassurance

Dr. Lebel began his telemedicine practice using a traditional room-based system. He agreed to participate in OTN's Personal Videoconferencing service pilot project because he recognized that it was a new way to improve patient and doctor accessibility. The service allows Dr. Lebel to simply close his office door and sit at his desk to "chat" with a patient at a distance, rather than traveling to the telemedicine studio at Smooth Rock Falls Hospital. As with traditional telemedicine, the Nurse Practitioner is with the patient in the telemedicine examination room at the clinic. From the convenience of his office, through observation and conversation, Dr. Lebel is able to verify that the patient's care is well-managed, while reassuring the patient and the Nurse Practitioner that the care is appropriate.

*"Just try Personal Videoconferencing and you will see the patient is happy."*



### *The Benefits*

## Patients have access to someone who has time for them

Because Personal Videoconferencing eliminates the need for travel, Dr. Lebel can maximize the time he spends with each telemedicine patient. The patients are cared for by someone who has time for them. Dr. Lebel agrees that while it is a different way to see the patient -the doctor at a distance and the Nurse Practitioner with the patient - he confirms that his patients find the experience warm and friendly.



*"Personal Videoconferencing allows me to chat with my patient at the remote site- no interruptions, no distractions."*

*Advice to New Users:*

## Try it – your patients will like it

In his position as Chief of Medical Staff at Smooth Rock Falls Hospital, Dr. Lebel works closely with the Northern Ontario School of Medicine. The hospital hosts four-week field placements during which medical students shadow Dr. Lebel and his team. His advice to new telemedicine practitioners begins with an acknowledgement, "It is always frightening not to be able to touch a patient. You may feel that you can't be 100% sure without the ability to touch." He recommends professionals new to telemedicine should "Just try it and you will see the patients are happy. You can listen and discuss. You will have their approval and their confidence."

*The interview with Dr. Lebel was conducted using OTN's secure Personal Videoconferencing service.*



**Dr. Daniel Lebel, B.Sc., M.D.**

*Dr. Daniel Lebel is a Family Physician who received his B.Sc. in Nursing at Laval University of Quebec followed by his M.D. at Western University, London.*

*Dr. Lebel has been practicing in the North East Region for the past 22 years. He has been involved in small remote communities such as Marathon, Matheson and Hearst.*

*Dr. Lebel has been the Primary Physician in the Community of Smooth Rock Falls for the last 17 years, where distance and accessibility to specialists are challenging. Dr. Lebel has also been the Chief of Staff of the Smooth Rock Falls Hospital since 2005.*

*Dr. Lebel has been involved in video based consultations with diabetic patients at the Centre de Santé Communautaire in Kapuskasing for the past three years.*





## Personal Videoconferencing for Your Health Care Practice

*Personal Videoconferencing is secure, safe and reliable, and is subject to Ontario's Personal Health Information Act (PHIPA) and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). The service is state-of-the-art with privacy protocols that meet or exceed provincial and federal standards.*

*Patients do not pay additional fees. Physicians may bill OHIP for telemedicine at a premium.*

*Training and support are provided to Personal Videoconferencing adopters. OTN is a recognized provider of healthcare distance education. That skill and experience are applied to all online Personal Videoconferencing training modules. Experienced OTN staff provide support to all users.*

*As the world leader in telemedicine, OTN helps Ontario get more out of the healthcare system, bridging the distance of time and geography to bring more patients the care they need, where and when they need it. Using innovative technology OTN streamlines the health care process, while also expanding the way knowledge is shared and how the medical community interacts with each other and with patients. The efficiencies achieved help health care budgets go farther. Funded by the Government of Ontario, OTN is a not-for-profit organization. For more information, go to [www.otn.ca](http://www.otn.ca)*