

New dashboard shares Virtual Triage and Assessment Centre's impact on local health care

July 22, 2020 – At the click of a button, the community can now easily access a current snapshot of how local municipalities are accessing and benefiting from the Renfrew County Virtual Triage and Assessment Centre's primary care and COVID-19 testing services.

"Since the pandemic began, our mission has been to ensure everyone in Renfrew County and South Algonquin has timely access to primary care assessment and COVID-19 testing," said Dr. Jonathan Fitzsimon, Clinical Coordinator, Renfrew County Virtual Triage and Assessment Centre (RC VTAC). "We have had an unprecedented impact on primary care in our region assessing more than 8,700 patients since we started – many of whom would have otherwise had to seek care through the Emergency Department. The new dashboard provides detailed insights into how exactly our new healthcare service has made a difference in the various communities we serve."

The dashboard is accessible to everyone and available on the RC VTAC [website](#). The data is validated and updated weekly. The information captured includes:

- Total number of assessments
- Total number of virtual assessments by a primary care physician
- Total number of in-home assessments by a community paramedic
- Total number of COVID-19 tests completed
- VTAC patients by location (and number of patients with or without a family physician)
- RC VTAC calls by timeframe
- COVID-19 swabs used by month
- Referral sources to VTAC

"The dashboard provides our community with greater transparency and a more fulsome picture of RC VTAC's ongoing impact as we support our region's safe reopening by delivering necessary virtual and in-home assessments and convenient COVID-19 testing," said Karen Simpson, Administrative Lead, RC VTAC.

The dashboard was developed by a team from Algonquin College at the Pembroke Campus.

"Algonquin College is committed to supporting innovative initiatives that provide a meaningful contribution to our community and is uniquely positioned to do so by utilizing the wide variety of expertise at our Pembroke Campus," said Sadie Barnett, Professor and Project Lead, Algonquin College. "Faculty and an alumnus from our Computer Systems Technician program as well as faculty from our Health and Community Studies department collaborated with the RC VTAC team to develop the dashboard, which is a useful tool in capturing program-related data in a user-friendly way and demonstrating the positive impact of this initiative. The work the RC VTAC team is doing is an outstanding example of local healthcare system leaders collaborating and thinking outside of the box to address the unique needs of Renfrew County and South Algonquin residents, and we are happy to support in any way we can."

The dashboard includes location-based information that uses postal codes to best provide municipality mapping.

For more information about RC VTAC's primary care assessments and ongoing COVID-19 testing, visit www.rcvtac.ca.

About Renfrew County Virtual Triage and Assessment Centre

The Renfrew County Virtual Triage and Assessment Centre (RC VTAC) was created in response to the COVID-19 pandemic to strengthen access to primary care for all Renfrew County and South Algonquin residents. It connects Renfrew County and South Algonquin residents who have a health concern (including COVID-19 concerns) but either do not have a family physician or cannot access their usual family physician with 24/7 care and support from a family physician, nurse practitioner and/or community paramedic via phone, video or an in-home assessment. It also provides referrals to other services including mental health support. The RC VTAC is a collaboration between Renfrew County Family Health Teams, Community Health Centres, the County of Renfrew Paramedic Service, Renfrew County Hospitals and the Renfrew County and District Health Unit, with the support of Ontario Health East. Learn more at www.rcvtac.ca

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