

01. Virtual Triage & Care Navigation Platform

**Reducing Emergency Department Overcrowding
through Digital Access and Real Time Care
Coordination**

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What is Virtual Triage?

- ✓ **24/7 Access**
- ✓ **Smart Triage**
- ✓ **Connected Records**
- ✓ **Right care, Right place**

Goal: Get the right care, in the right place, at the right time



Step 1: Access

Patients connect by phone, app, or portal

Secure platform verifies PHN for EHR access

Step 2: Assessment

RN or NP uses CTAS-aligned algorithm

EHR reviewed & MD consulted as needed

Step 3: Care Navigation

Directs to ED, urgent, virtual, or self-care

Documentation uploads automatically to KGH EHR

Addressing the Wicked Problem

Bridging the Gap

Aligns patient demand with system capacity

Prevents Overcrowding Upstream

Virtual triage intervenes before patients reach the ED

Beyond HealthLink BC

Adds real-time clinical assessment & EHR integration

Coordinated Entry Point

Safely directs patients to the right care stream

Feasibility & Pilot Implementation

Evidence of Success

Australia and Ontario virtual ED pilots proved feasible, managing most patients virtually

Training Model

Based on BC Ambulance triage protocol, CTAS triage, NP/RN/MD digital orientation

Pilot Approach

Launch through the secure BC Services app for verified access

System Integration

Works alongside BCAS & HealthLink BC - not a replacement

Funding Sources

KGH Foundation, Interior Health Innovation fund, CIHR grants

Equity Plan

On-site kiosks & community access for patients without devices or connectivity

Strengths

- Reduces unnecessary ED visits & wait times
- Improves patient safety with EHR integration and shared data
- Supports provider workload & system flow efficiency

Challenges

- Requires staff training & dedicated funding
- Dependent on digital literacy & technology access
- Needs governance to prevent under-triage

Summary

Targets the root cause of emergency department overcrowding through upstream intervention

Builds on what already works by adapting CTAS and BCAS frameworks in virtual format

Not a stand alone solution, but one that complements the following strategies for coordinated system improvement

