



Care2Talk

A Platform Purpose-Built for Seniors

AGE-WELL & APPTA
POLICY ROUNDS WEBINAR

30 NOVEMBER 2023





Transforming Senior Care Through Technology

- **Introductory Remarks**
- **Context Setting**
- **Today's Roadmap**



Context Setting: Senior Health Care

1. Liminal Space
2. Access and Attachment
3. Maintaining and Improving Health
4. Patient-centered care
5. Aging Population and limited resources



Understanding the Unique Needs of Seniors

- 1 Technology Adaption
- 2 Risk of Social Isolation
- 3 Health Management Needs
- 4 Independence





Embracing a Holistic Approach in Senior Care

- **Comprehensive Care**
 - Addresses physical, mental, and social health.
- **Personalization**
 - Tailors care to individual needs and preferences.
- **Technology as a Bridge**
 - Utilizes technology to connect seniors with healthcare providers, family, and community.



Care2Talk: A Comprehensive Solution



USER FRIENDLY TECHNOLOGY

Supports all levels of proficiency

ENHANCED SOCIAL CONNECTION

Staying connected with family and friends

STREAMLINED HEALTH MANAGEMENT

Simplified virtual health care services

EMPOWERING INDEPENDENCE

Tools for self-managed care and autonomy

Ease of Use: The Core of Care2Talk

1. Intuitive Design
2. Guided Navigation
3. Multi-Language Support
4. Responsive Design
5. One-click touch

The screenshot displays the Care2Talk user interface. On the left is a calendar for September, showing appointments for Tuesday 13th, Wednesday 14th, and Thursday 15th. The selected appointment is for Sam Barton on Tuesday 13th at 02:30PM for a 'MONTHLY CHECK'. To the right of the calendar is a detailed view of this appointment, including the patient's name (Sam Barton), the doctor (Emma Flores), and notes from previous visits. On the far right is a 'Schedule Appointment' form. This form includes a dropdown for the person in care (Elijah Brooks), a checked checkbox for 'Next Available Doctor', a date selector (September 24, 2021), a time selector (1:30PM), and a checked checkbox for 'Invite PIC Main Contact'. The appointment reason is set to 'Monthly check'. At the bottom of the form are 'Schedule' and 'Cancel' buttons. An illustration of a person interacting with a calendar is located at the bottom right of the interface.

Schedule Appointment

Person In Care
Elijah Brooks

Next Available Doctor

Doctor

Date
September 24, 2021

At
1:30PM

Set as recurring appointment

Invite PIC Main Contact

Appointment Reason
Monthly check

Schedule

Cancel

Monthly Check

Today - 01:30PM - 02:30PM

Person in care
Sam Barton

PIC's Daughter
Emma Flores

August 13 Notes
The person in care has been sick lately, I working correctly, I suggested some me need some studies and probably to hav

July 30 Notes
We had our first monthly check in, I sug of sessions because PIC doesn't look like moment, he needs to improve in his die week.

September

TUE 13

Annette Black
MIGRAINE CHECK
12:30PM - 01:30PM

Floyd Miles
ANNUAL CHECK
01:30PM - 02:30PM

Sam Barton
MONTHLY CHECK
02:30PM - 03:30PM

Jenny Wilson
VACCINE
04:00PM - 05:00PM

WED 14

Ralph Edwards
MONTHLY CHECK
12:30PM - 01:30PM

Theresa Webb
VACCINE
12:30PM - 01:30PM

THU 15

Darlene Robertson
MIGRAINE CHECK
12:30PM - 01:30PM

Transforming the Healthcare Experience



- 01 PATIENT NAVIGATOR AND HEALTH TEAM
- 02 VIRTUAL HEALTHCARE APPOINTMENTS
- 03 MEDICATION MANAGEMENT
- 04 HEALTH EDUCATION RESOURCES
- 05 INTEGRATED HEALTH RECORDS
- 06 PROACTIVE APPROACH

CARE2TALK

93%

Percentage of users who report **improved**
feelings of health and wellness

User Outcomes

82%

Of users report feeling **more confident** using technology after using Care2Talk for 3 months.

94%

Of users report that Care2Talk makes it easier to connect with their social network.

96%

Of users report that Care2Talk makes their health journey easier to manage.

81%

Of users report feeling the same, or higher levels of independence.



SYSTEM LEVEL IMPLICATIONS

75%+

Of primary care concerns can be adequately addressed within the virtual care format.

3%

Care2Talk No-show appointment rate, as compared to 23% estimated in Canada, today.

88%

Of Care2Talk users report indirect cost savings.

Case Study

Before Care2Talk

FRAGMENTED, TIME-CONSUMING

- Mobility issues, generally healthy
- Walk-in clinics for health concerns
- Or, ED when Walk-in clinic full
- Rx renewals take the entire day

With Care2Talk

COHESIVE, CONVENIENT

- Freedom to discuss preventative care
- 15-30 minute virtual appointments
- Regular check-ins and follow up
- Team-based care



Looking Ahead: Future Developments



AI INTEGRATION

REMOTE HEALTH MONITORING

CONTINUED PLATFORM EVOLUTION

EXPANDED HEALTH SERVICES

COMMUNITY EXPANSION

PERSONALIZED WELLNESS PROGRAMS

Embracing the Future with Care2Talk

1. Care2Talk's Impact
2. Alignment and Future Growth
3. Collaboration Areas





Thank you!

LINDSAY SHAW
LINDSAY@CARE2TALK.IO