

Managing symptoms at home

Palliative physician connects virtually to patient and their family



William, 74, has been diagnosed with end stage liver cancer. In speaking with his palliative care physician, Dr. Ramos, in the hospital, he has chosen to die at home with loved ones by his side. He resides in a remote area which would make in-house visits from the palliative care team challenging.



To enhance William's access to care, Dr. Ramos meets with William, his wife, his daughter, and the palliative care team. They all agree that a secure video appointment (video visits) would greatly benefit William and his family, once William is discharged home. After consulting with Dr. Ramos, the discharge planner asks William and his family to make contact with Dr. Ramos's office as soon as he returns home.



On arrival at home, William contacts the office and schedules an appointment date and time for a virtual visit. William is given instructions on how to download the Pexip/OTN app onto his wife's phone, who will also be present. Her email address is obtained, and it is explained that an email link will be sent to her from Dr. Ramos in order to connect to the virtual appointment.



William's wife asks if their daughter, who lives in Markham, can also join the appointment. The nurse then takes the daughter's email address, in order to send her the instructions and include her in the video visit. Instructions are also given to call OTN Support if further assistance is needed.