

# Psychiatric Outpatient Clinic—Virtual Care



Health Sciences North  
Horizon Santé-Nord

## The Challenge:

During COVID-19, Health Sciences North's Psychiatric Outpatient Clinic located at 680 Kirkwood Drive aimed to:

- Continue providing psychiatric services to youth and adults;
- Transition all in-person services to virtual services;
- Communicate and support patients and families during the transition;
- Ensure no patients were missed or harmed in the process.



## Transition to Virtual Care resulted in:

- ✓ No interruption in patient care
- ✓ New knowledge base for staff
- ✓ New service delivery model
- ✓ An increase of 27% new patients seen
- ✓ A wait time reduction of 50%
- ✓ Capacity to offer patients a choice in how they would like to receive treatment

## The Transition Process



For more information on the Psychiatric Outpatient Clinic, please contact Jason Seguin at [jaseguin@hsnsudbury.ca](mailto:jaseguin@hsnsudbury.ca)

