

THE SOCIAL IMPACT OF VIRTUAL MEDICAL VISITS



What is BC-CLMF’s Virtual Group Medical Visit Model?

The BC-CLMF is a specialized health clinic made up of physicians and allied health professionals who deliver direct patient care and actively support an innovative virtual care model. Technology enables the clinic to offer a broad range of group medical visits for up to 50 patients across BC, improving access to care.

Social Return on Investment

The analysis of the BC-CLMF Virtual Group Medical Visit model revealed that **for every \$1 invested** through the Medical Services Plan (MSP), **about \$6.85 in social and economic value** is being created. If the model continues as planned, **more than \$12 million in value may be created** over the next 10 years, based on MSP funding.

Study Findings



Key Areas Where Value Is Created

- ✓ Improvements in Wellbeing and Quality of Peoples Lives
- ✓ Enhanced Accessibility and Provision of Supports
- ✓ Improvements to the Health Care System

Key Groups Who Benefit



Patients



Patients’ Families and Caregivers



Health Care Providers



BC’s Health Care System

“The Virtual Group Medical Visits at the BC-CLMF have changed my life for the better. No other health care provider has been able to provide the care I need to improve and start functioning normally [again]. I see an improvement after every single virtual group medical visit. I am not able to attend in-person events due to my health. If the Virtual [Group] Medical Visits were not available, my health would decrease and I would lose hope that I would ever be able to function normally or return to work.”

- Patient

Study Scope and Objectives

This study serves to illustrate the expected value created by the BC-CLMF Virtual Group Medical Visit model over the next ten years for patients, health care providers and the wider health care system. It follows the internationally recognized Social Return on Investment methodology, and was informed in part by the views along with experiences of 1,246 patients who responded to an online survey, plus 348 family members and caregivers of patients along with 17 physicians, allied health professionals and other service delivery partners.