

HealthLink BC Emergency iDoctors in Assistance (HEiDi): Bridging the Gap in Emergency Care

ABOUT HEiDi

HEiDi is a virtual physician service started in April 2020 to augment the 8-1-1 service. It's a team effort between HealthLink BC, the Digital Emergency Unit of the Department of Emergency Medicine, and the British Columbia Emergency Medicine Network. When people call 8-1-1 with urgent problems, nurses can now connect them with doctors for phone or video appointments. This helps people get the care they need without going to the emergency room unless it's really necessary.

WHY HEiDi?

- **Health System Navigation.** Helps patients effectively and safely navigate the healthcare system. This ensures they receive the appropriate level of care.
- **Critical Care Accessibility.** Provides access to emergency care when necessary. It also offers alternatives for safe and effective home treatment.
- **Continuity of Care.** Promotes long-term health management by reconnecting patients with family practitioners for continued care.
- **Integrated Virtual Support.** Partners virtual physicians with nurses during 8-1-1 calls to provide immediate consultations.
- **Emergency Department (ED) Relief.** Redirects noncritical cases to virtual assessments to reduce burden.
- **Patient-Centred Care.** Ensures delivery of tailored, appropriate care at home or healthcare facilities. This reduces anxiety and enhances patient outcomes.
- **Resource Optimization.** Preserves acute care service capacity for patients with the most serious conditions.

HOW DOES HEiDi WORK?

HEiDi connects callers with health service navigators/nurses. These professionals provide health information and care advice, enhancing traditional 8-1-1 services with:

TEAM-BASED VIRTUAL CARE



This virtual care model includes pharmacists for assessment and prescription of antiviral medications. It also supports prescription renewals for unattached patients.

CONTINUAL IMPROVEMENT



HEiDi uses data from the Learning Health System (LHS) model for ongoing enhancement and growth.

PROGRESS HIGHLIGHTS

176,217
clients served as
of March 31, 2024



70%
clients diverted
from ED visits

FUTURE STEPS

HEiDi improves access to healthcare professionals. It ensures individuals in BC receive the right care, at the right time, in the right place. HEiDi continues to evolve. It is a data-driven model that incorporates continuous growth and improvement. This continues to define modern, responsive healthcare services.