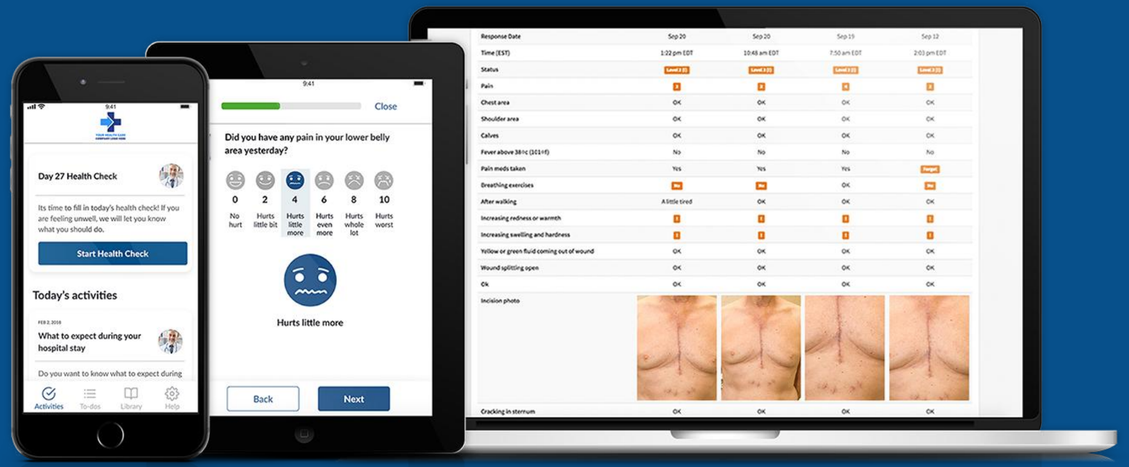
SeamlessMD

MUSKOKA ALGONQUIN HEALTHCARE

Deliver Digital Care Journeys to elevate the patient experience, improve outcomes and lower costs



MAHC Grand Rounds
April 10, 2025

Introduction

Learning Objectives

1. Describe the support available to eligible MAHC patients through SeamlessMD’s digital care programs

1. List the programs that are currently available for patients and ongoing work.

Conflict of Interest

This presentation is, in part, completed by current employees of SeamlessMD.

Agenda

- Introductions
- SeamlessMD Overview
- SeamlessMD Programs at Muskoka Algonquin Healthcare
- Ongoing work

Your SeamlessMD Team

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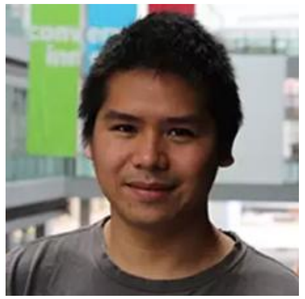

Willie Kwok
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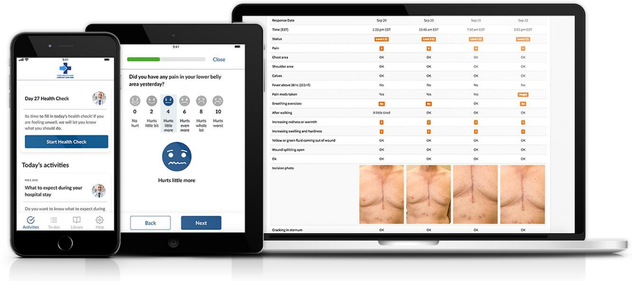
Chief Technology Officer
Integrations, Privacy, Security

SeamlessMD

SeamlessMD Overview

SeamlessMD The market's leading Digital Care Journey platform

What we do



We enable health systems to digitize patient care journeys with automated reminders, education and symptom monitoring - leading to lower LOS, readmissions, and costs.

Integrated with

Epic · Oracle Cerner · MEDITECH · veradigm formerly Allscripts

Customer partners

Sunnybrook Health Sciences Centre
Thunder Bay Regional Health Sciences Centre
Réseau de santé Horizon Health Network
Vancouver Coastal Health
William Osler Health System
nova scotia health
Trillium Health Partners
Health Sciences North Horizon Santé-Nord
Sault Area Hospital / Hôpital de Sault-Sainte-Marie
Sinai Health System
Halton Healthcare
North York General
Michael Garron Hospital – Toronto East Health Network
niagarahealth – Extraordinary Caring. Every Person. Every Time.
Grand River Hospital – Advancing Exceptional Care
Oak Valley Health
Cornwall Community Hospital / Hôpital communautaire de Cornwall
North Bay Regional Health Centre
RVH – Royal Victoria Regional Health Centre
Montreal Heart Institute
Kingston Health Sciences Centre / Centre des sciences de la santé de Kingston
Réseau de santé Vitalité Health Network
Bluewater Health
Ontario Health atHome

Clinical validation

40+ studies or evaluations:

- ↓ costs
- ↓ LOS
- ↓ readmissions
- ↓ ED visits
- ↓ phone calls

Industry recognition

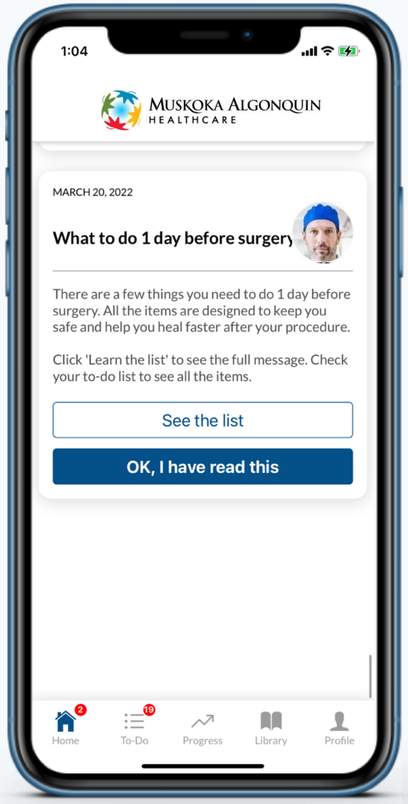
2023 Emerging Solutions TOP 20 – KLAS Research

CAN HEALTH Network – Company of the Year

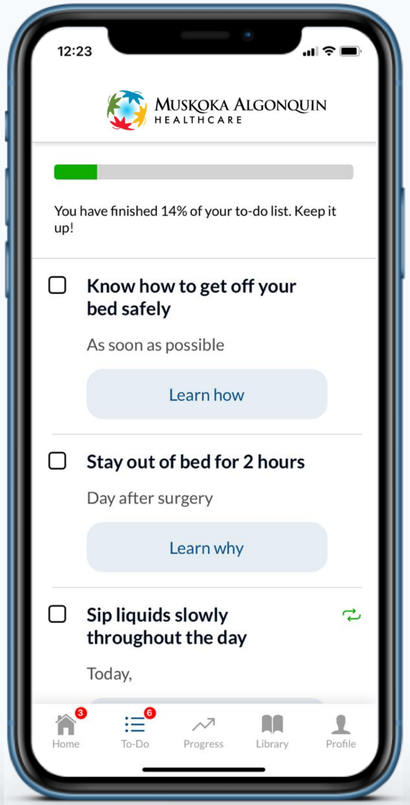
Our Solution

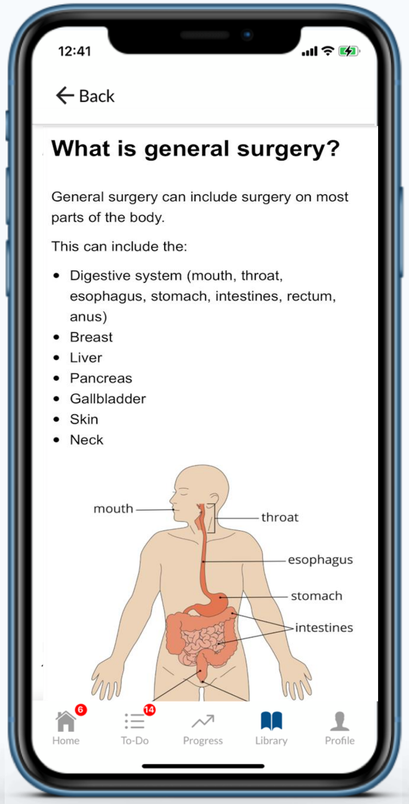
Condition-specific, Digital Care Journeys *(e.g. general surgery)*

Just-in-time reminders

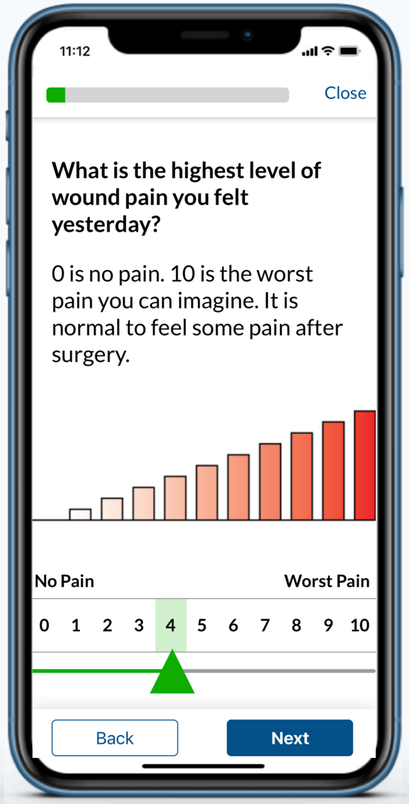


Evidence-based care plans and education

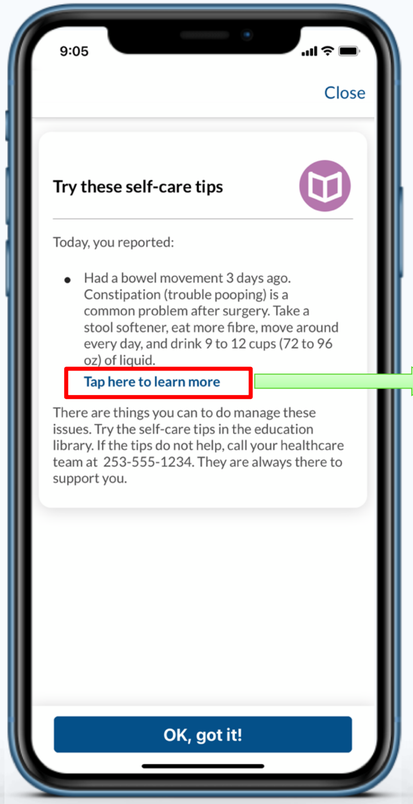


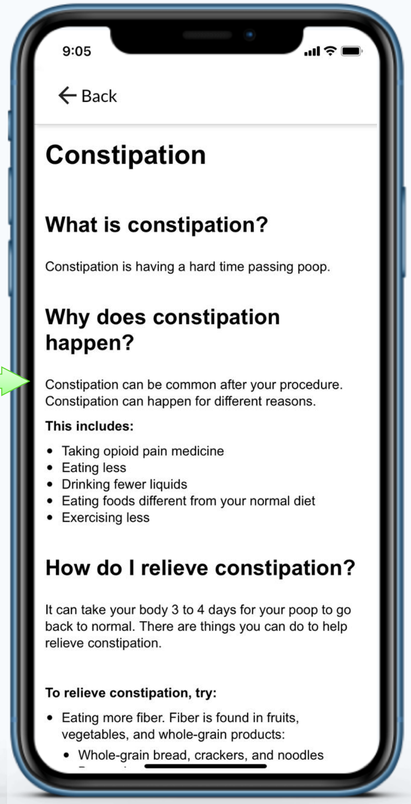


Monitor symptoms, progress & PROs



Automated self-care guidance for 80%+ patient issues



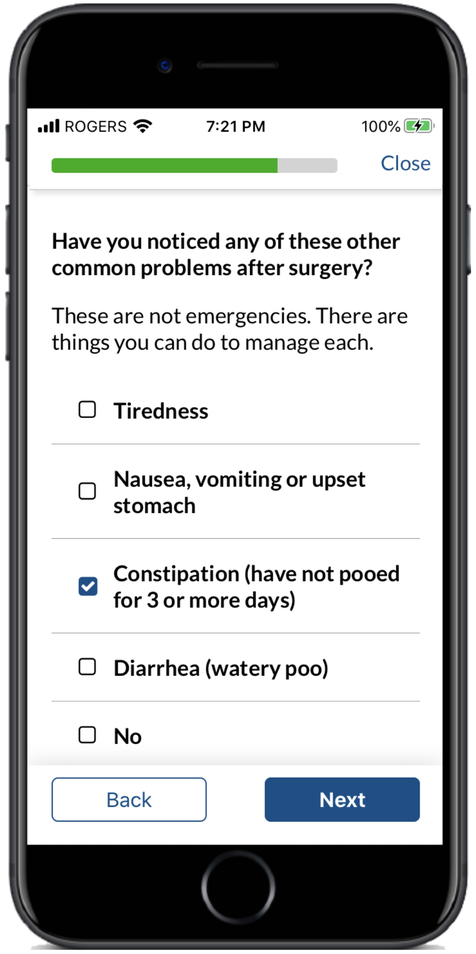


Download on the App Store | ANDROID APP ON Google play | Available on Web Browsers | MyChart by Epic

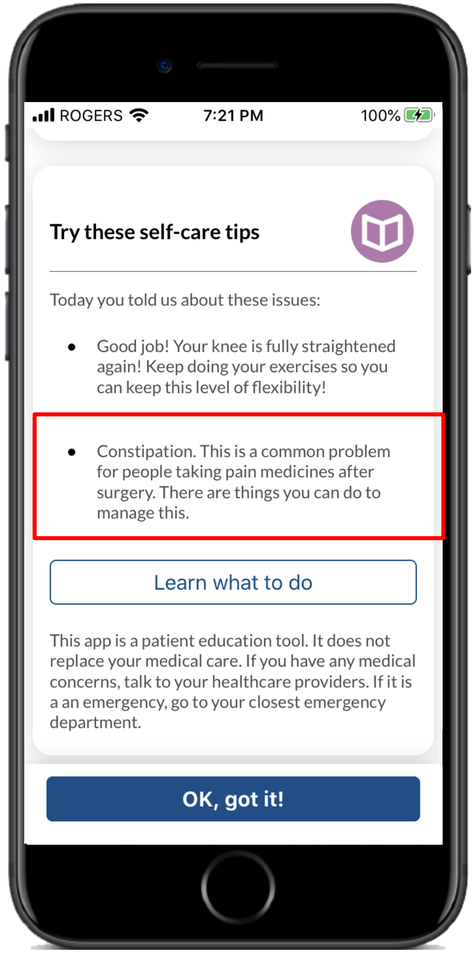
Our Solution

Automated patient self-management for 80%+ of issues (↓ phone calls)

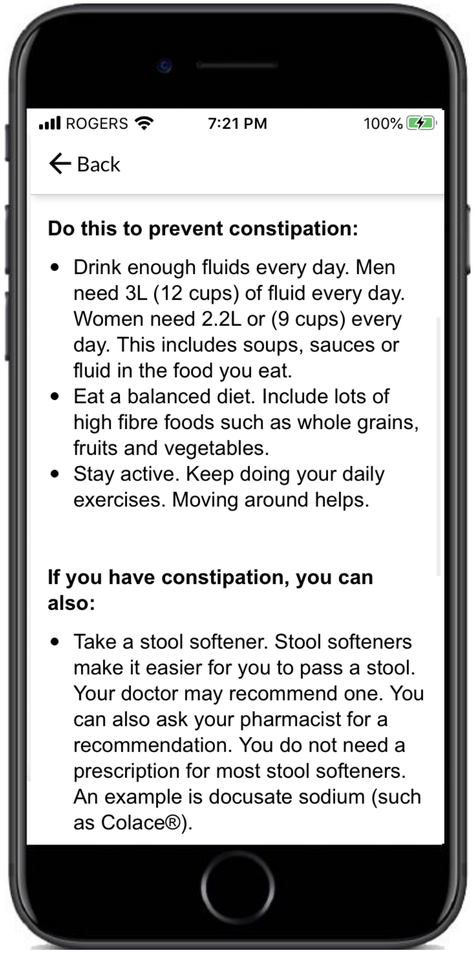
During recovery, patient has non-urgent issue:



Automated feedback



Customized self-care education

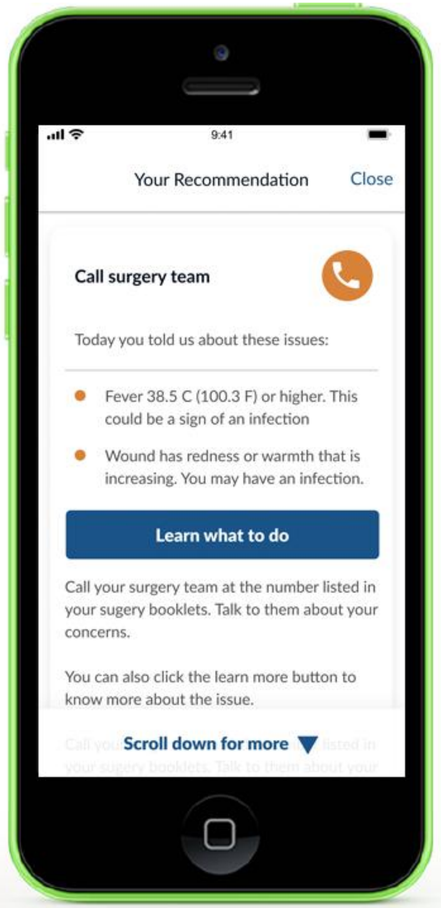


Our Solution

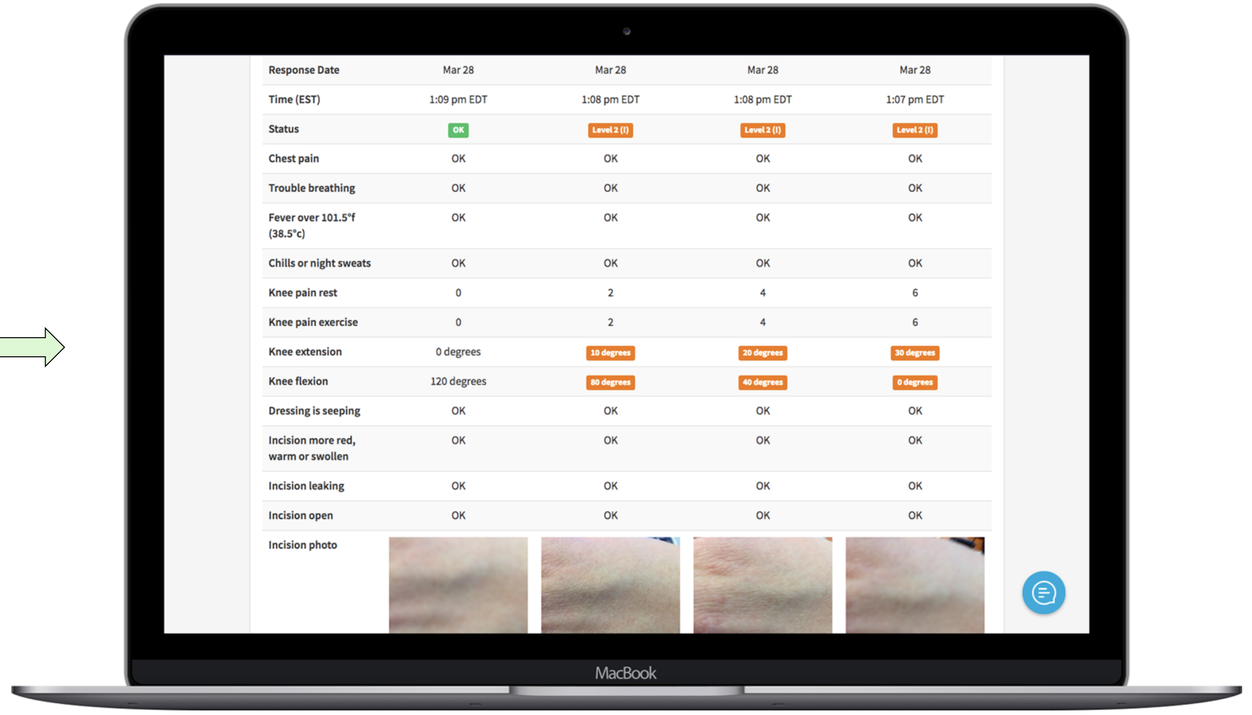
Provider app: Remote monitoring to catch problems earlier

Collect Recovery Data
(Patient view)

Algorithm-Based Feedback
(Patient view)



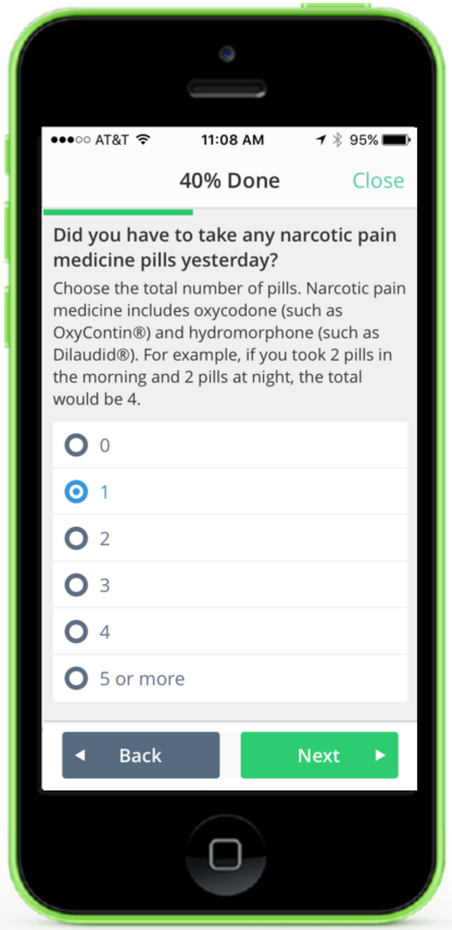
Alerts & Dashboards
(Provider view)



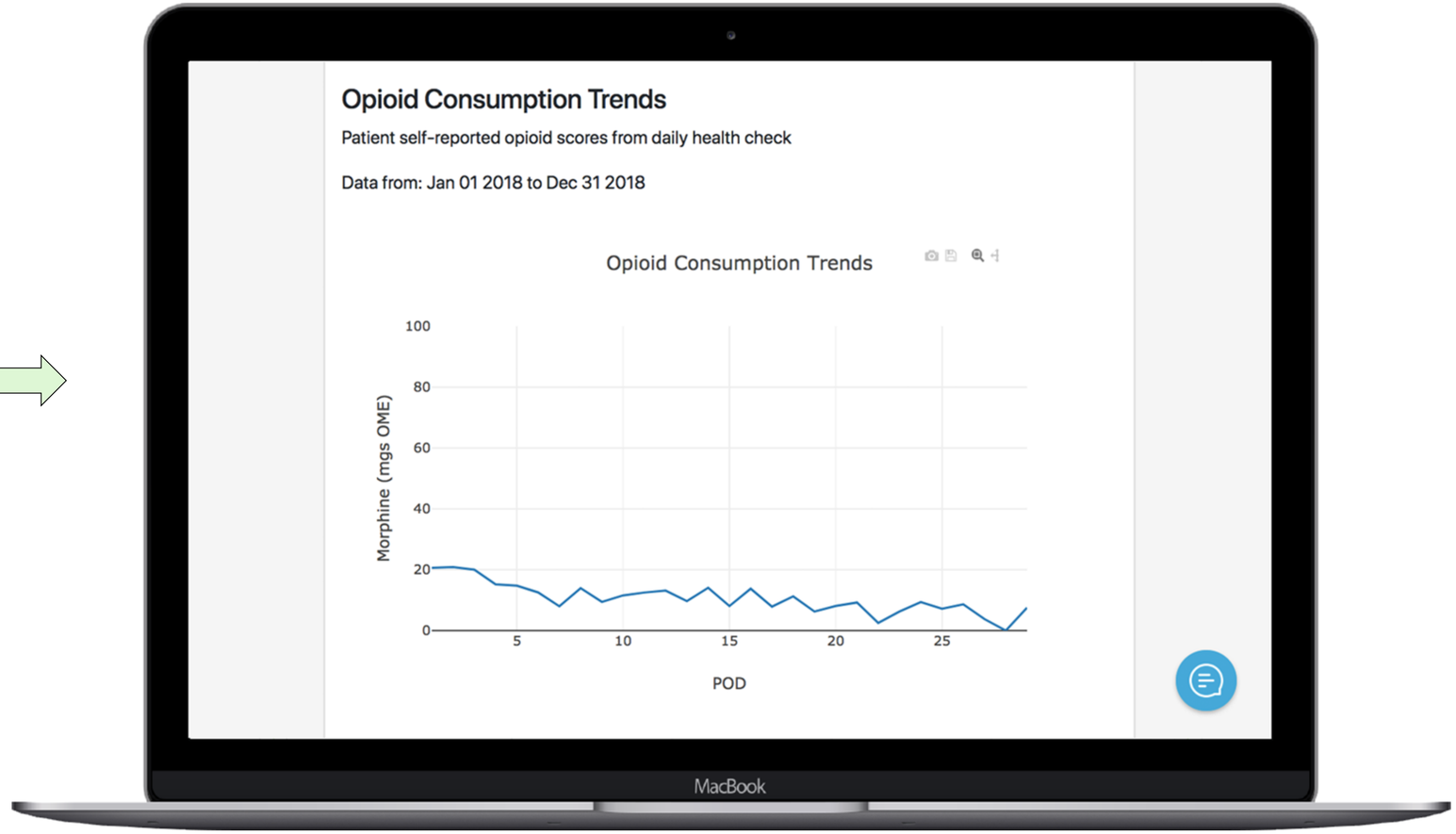
Our Solution

Provider app: Dashboards & analytics to improve performance

Collect data on opioid use
(patient view)



Analyze & reduce opioid use across the population
(provider view)

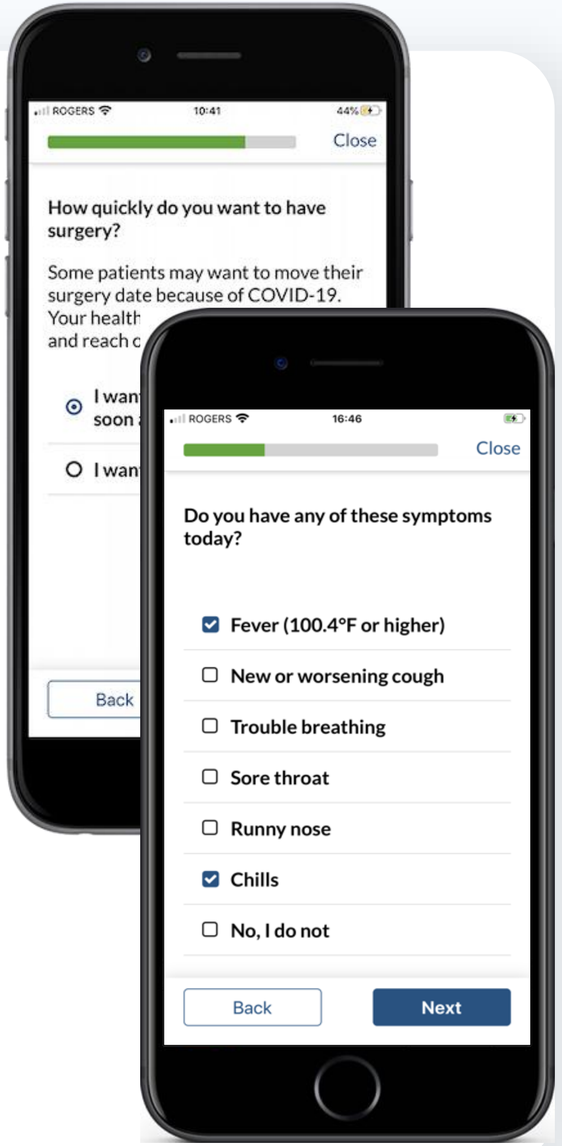


SeamlessMD

SeamlessMD Programs at Muskoka Algonquin Healthcare

Scope of Surgical Pathways

Phase	What is in Scope?
Pre-Op	1. Set up survey (demographics, comorbidities, etc.) 2. Pathway specific education, reminders, to-do lists 3. General education/information about MAHC
Post-Discharge	1. Daily symptom monitoring surveys for 30 days (4 days for endoscopy patients) a. Pathway specific questions b. Automated recommendations and self-care education 2. Patient satisfaction surveys



Muskoka Algonquin Healthcare's Partnership with SeamlessMD - Experience to Date

Scope of Deployment:

Live across

- General Surgery
- Colorectal Surgery
- Breast Surgery
- Hysterectomy
- C-Section
- Endoscopy
- Urology

Outside of surgery, SeamlessMD is also live to support Mental Health Patients

Enrollment:

Patients are currently enrolled manually onto SeamlessMD

3,642
patients enrolled

3,517
patients completed* the program

78%
patients activated their accounts

88%
of patients recommend SeamlessMD

88%
of patients feel more confident before surgery

82%
of patients feel more confident during recovery

57%
of patients completed 1+ health checks

*78% excluding endoscopy patients who don't require as much post-op support

86%
of patients reported SeamlessMD prevented 1+ phone calls to the hospital

44%
of patients reported SeamlessMD prevented 1+ visits to the hospital

**A patient is considered to be completed 30 days post-discharge. Endoscopy patients 5 days post-discharge.*

Patient Stories

What Patients Love

MUSKOKA ALGONQUIN HEALTHCARE

“

Here’s what patients are saying:

“I like the ability to talk to a nurse if there's something of concern happening. The nurse from the Seamless program did call me a few times, especially early after my surgery and helped to give advice and reassure me on a few things. It really did help to bridge the gap when you don't need to go back back to the hospital, but can't wait for a family doctor appointment. I also like the built in advice online on what to do for some specific concerns that come up after surgery.”

- *General Surgery Patient*

“I liked that this online program was easily accessible. I appreciate the simplicity of the program in accessing and answering the questions. I was able to use this tool to access my daily recovery.”

- *Colorectal Surgery Patient*

“Very easy to know what to expect before and after your procedure , great know you have piece of mind knowing your in good hands”

- *Endoscopy Patient*

“I like being able to send photos and have someone look at them. I had a couple times where I was panicking because I felt different or something looked different, but being able to send photos when that happened and have someone confirm it was fine was so reassuring, and convenient - it would have been a hassle to go to the hospital for just a quick visual check, especially since the surgeon/doctor for my procedure is 1.5hours away from my house”

- *Breast Surgery Patient*

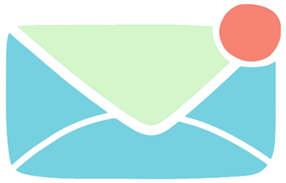
Program Overview

Patient Enrollment Process

Once eligible, provider recommends patient use SeamlessMD as part of their care.

Shannon tells the patient about SeamlessMD in more detail.

Staff member opens SeamlessMD dashboard and enrolls patient in program.



Patient instantly receives message from SeamlessMD to activate their account.

Patient can access on web or use the mobile app throughout their journey.

Patient receives messages and reminders to help them stay on track.

Post-discharge, patient completes daily health check surveys to track their progress.

Clinical team may receive alerts and view Seamless dashboards if patient reports serious concerns.

Available on Web Browsers

Download on the App Store

ANDROID APP ON Google play

SeamlessMD

Ongoing Work

Updates

SeamlessMD and MAHC Partnership

Content Updates

- Content on SeamlessMD scheduled to be reviewed and updated based on new protocols or protocol changes
  - To be reviewed by surgeons and nurse representatives

Stroke

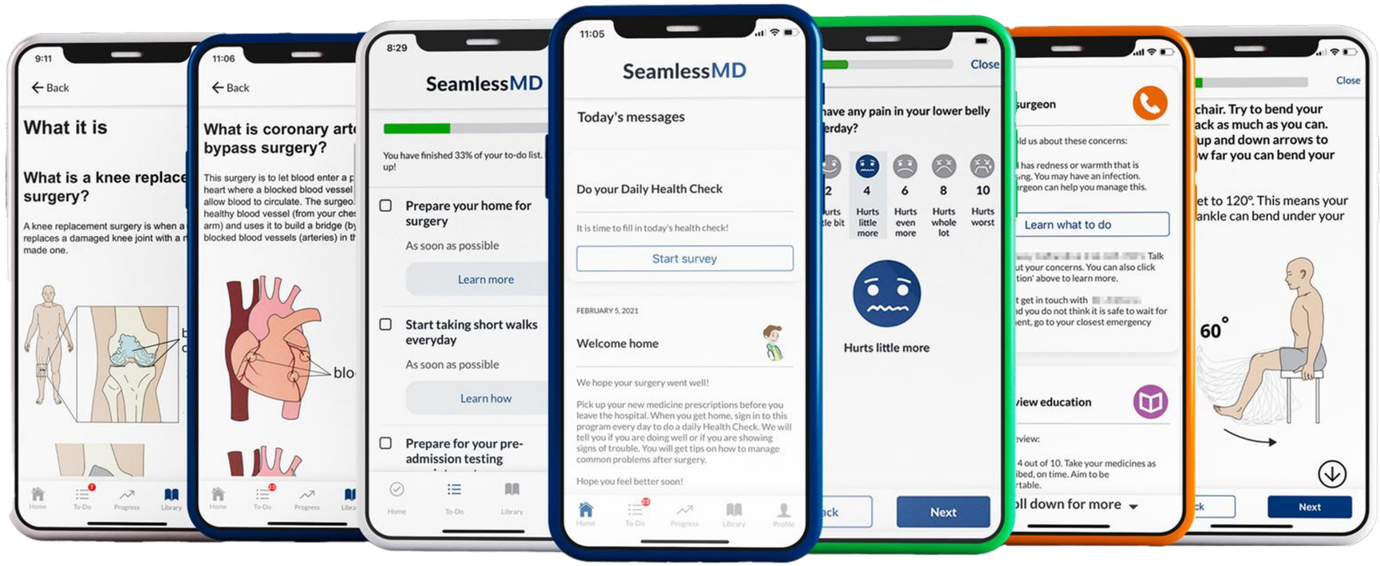
- Undergoing implementation of SeamlessMD to support stroke patients
- Goal to launch by mid April 2025

Enrollment Efficiencies

- Exploring ways to enhance enrollment process to support additional enrollments onto SeamlessMD

SeamlessMD

Enabling health systems to engage, monitor and stay connected with patients



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