



medisys
on-demand

Medisys On-Demand is a comprehensive healthcare solution allowing you to get instant answers to health questions or concerns you may have. Find out which common health issues can be treated virtually*, and which require an in-person assessment.

HEAD, EYES, EARS, NOSE AND THROAT

Virtually: Conjunctivitis; Blepharitis; Hordeolum; Chalazion; Subconjunctival hemorrhage; Earache (not caused by infection internally); Sinusitis; Postnasal drip; Rhinitis; Canker sores; Cold sores; Thrush; Sore throat; Allergies; Tension headaches; Migraines without complications; Referral to ENT / Allergist

In-person: Oncology; Epistaxis; Otitis Media; Peritonsillar abscess; Cerumen cleaning

CARDIOVASCULAR

Virtually: Screening for cardiovascular disease; Screening for cholesterol; High blood pressure, controlled; Referral to Cardiology

In-person: Chest pain; Angina; Stroke; Vascular diseases; Myocardial Infarction; Blood clots

RESPIRATORY

Virtually: Acute upper respiratory tract infection; Flu without alarming symptoms; Acute cough; Stable asthma / COPD; Common colds; Referral for sleep apnea assessment; Referral to Respiriology

In-person: Hemoptysis; Flu with complications; Respiratory distress; Decompensated asthma; Oncology

BREASTS

Virtually: Acute Mastitis**; Nipple pain; Breast lumps**, can order diagnostic imaging for further evaluation; Referral for mammogram for routine breast cancer screening

GASTROINTESTINAL

Virtually: Acute abdominal pain**; Acute Gastroenteritis; Pinworms and parasitic infections (confirmed via lab work); Diarrhea and travelers' diarrhea (TD); Constipation; Gastroesophageal reflux**; Indigestion (dyspepsia); Stable Irritable Bowel Syndrome (IBS); Hemorrhoids; Screening for colon cancer; Referral to gastroenterology

In-person: Pancreatitis; Appendicitis; Hepatitis; Feecaloma; Oncology; Acute abdominal pain; Gastrointestinal bleeding

ENDOCRINOLOGY

Virtually: Hypothyroidism; Controlled diabetes (DM); Screening for thyroid diabetes (DM); Metabolic syndrome; Referral to Endocrinology

In-person: Uncontrolled diabetes; Oncology

GENITOURINARY / SEXUAL HEALTH

Virtually: Acute urinary tract infections (UTIs); Vaginitis; Balanitis; Menstrual issues**; Erectile Dysfunction; STIs**; HIV pre-exposure treatment; Pregnancy (initial screening, counseling on diet, medications, risk exposures); Family planning (contraception, referral for therapeutic abortion, pre-conceptual counseling); Referral to ObGyn, Fertility Specialist, Urology and Infectious Disease Specialist

In-person: HIV treatment and follow-up; Pap requests; Oncology; Vaginosis; Pelvis pain; Dyspareunia; Urinary Tract Infections; UTIS in males

MENTAL HEALTH

Virtually: Anxiety; Depression without suicidal or homicidal ideation; Acute adjustment disorder; Acute stress reaction; Referral to psychiatry, psychology, psychotherapist and mental health counselors

In-person: Acute suicidal or homicidal risk; Addiction; Renewal of benzodiazepines / stimulants; Bipolar disorder; Attention deficit (hyperactivity) disorder; Post-traumatic stress disorder

MUSCULOSKELETAL

Virtually: Minor sprains and strains; Acute and minor injuries (cuts and burns); Tendonitis; Torticollis; Low back pain**; Plantar fasciitis; Gout; Referral to sports medicine, orthopedics, podiatrist, physiotherapy, RMT, chiro

In-person: Spinal cord compression; Acute complex fracture; Renewal of opioids; Acute trauma; Concussion; New acute pain with possible complication

DERMATOLOGY

Virtually: Common rashes; Eczema; Acne; Rosacea; Seborrheic dermatitis; Viral rashes; Shingles; Impetigo; Folliculitis, furuncles; Mild cellulitis; Scabies, live; Cold sores, herpes; Hand, foot and mouth disease; Fungal infections; Paronychia; Onychomycosis; Hair loss; Referral to dermatology

In-person: Diabetic foot ulcers; Infected animal bites; Complicated wounds (active infection, wounds requiring sutures); Angioedema; Conditions requiring dermatoscope evaluation; Oncology

PEDIATRICS

Virtually: Common illness**, Common rashes, diaper rash; Fever**; Counseling on nutrition, developmental milestones, potty training, etc.; Referral to paediatrician and paediatric services

In-person: Diabetes management; Oncology

OTHER CONDITIONS

Virtually: Anemia; Smoking cessation; Weight loss counseling; Travel medicine; Routine immunization (counseling and providing prescriptions); Periodic health screening

In-person: Complex diabetes management; Oncology; Prescription for narcotics and controlled substances; Completion of medical forms for WSIBC insurance, and housing accommodation

*included but not limited **without alarming symptoms. Please note that the medical conditions indicated as being virtually treatable may require in-person consultations if alarming symptoms are present and/or if the clinician is unable to provide optimal care virtually.

For more information, contact appsupport@medisys.ca.

