

Thunder Bay Quarterly Update

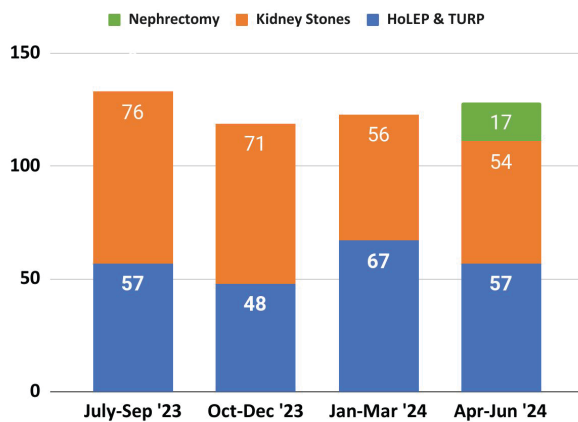
Urology - April to June 2024

All-Time Snapshot

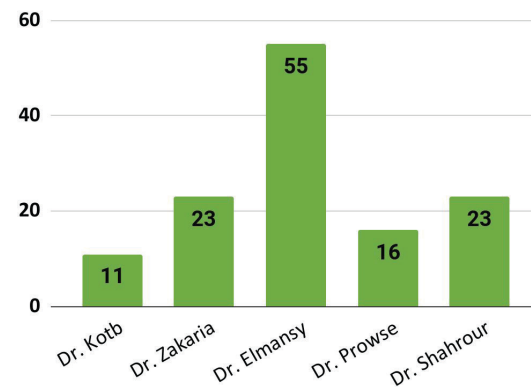


Patients Enrolled

By Quarter



By Surgeon This Quarter



What Patients Like Most

“The nurses are all amazing !! Very caring , helpful, the call back time is very quick . I really wouldn't have been so calm and secure at home without this program !! I can't express how wonderful this was !”

“It provided confidence knowing I had information online to review for any problems related to my specific surgery and peace of mind. It definitely aided a proper healing.”

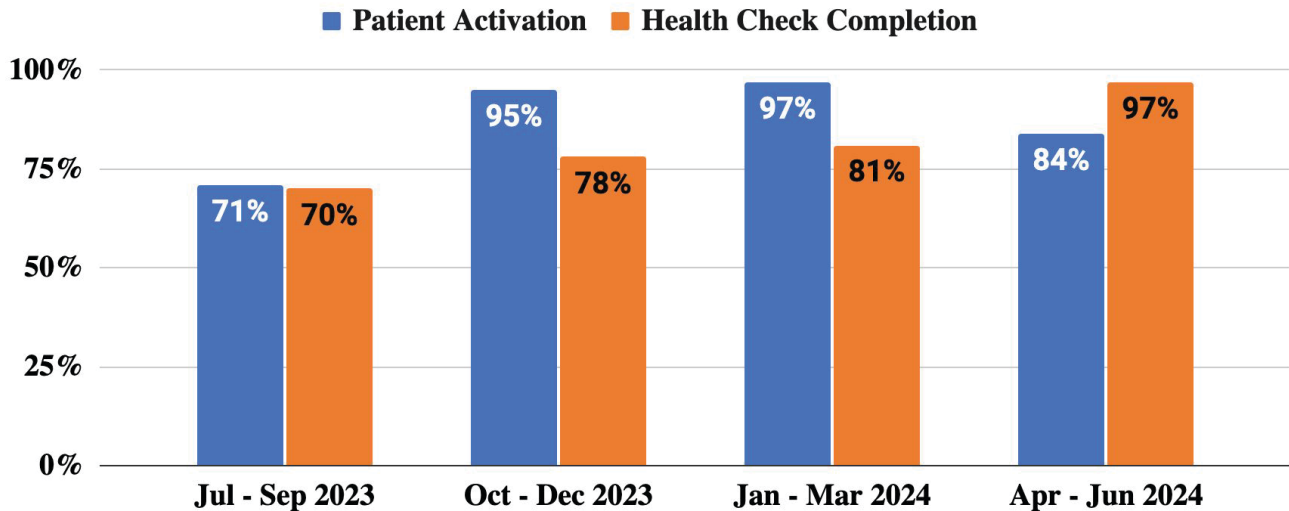
QUESTIONS? GET IN TOUCH:

Bethan Pulla, CSM: bethan@seamless.md | Technical support: support@seamless.md

How are patients using SeamlessMD?

129 Patients completed this past quarter

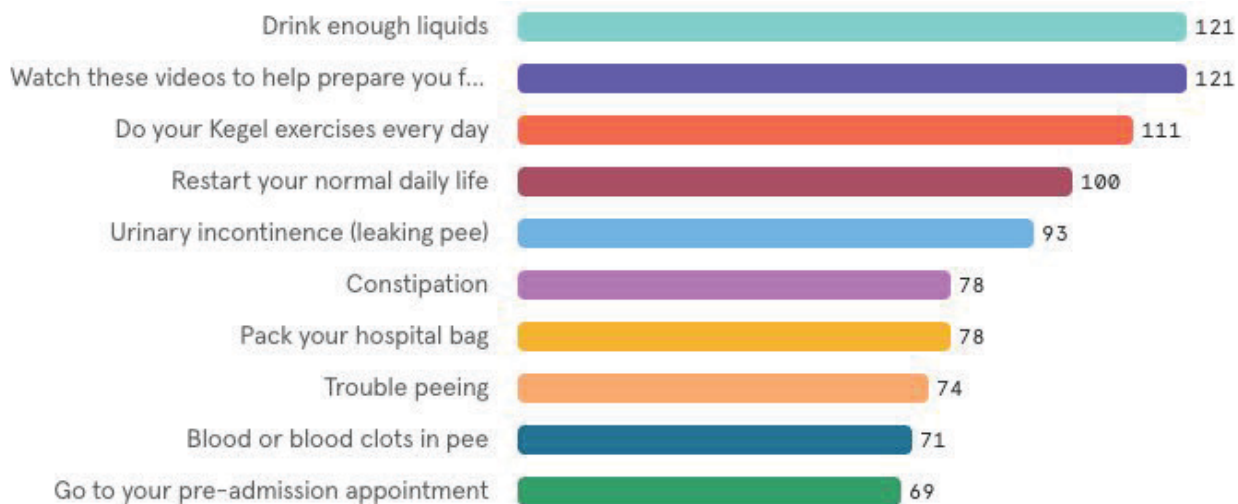
Patient Activation and Engagement



Top 10 Library Pages Viewed (Total Views)

298 Patients read pages in the library

368 Hours of education provided by SeamlessMD



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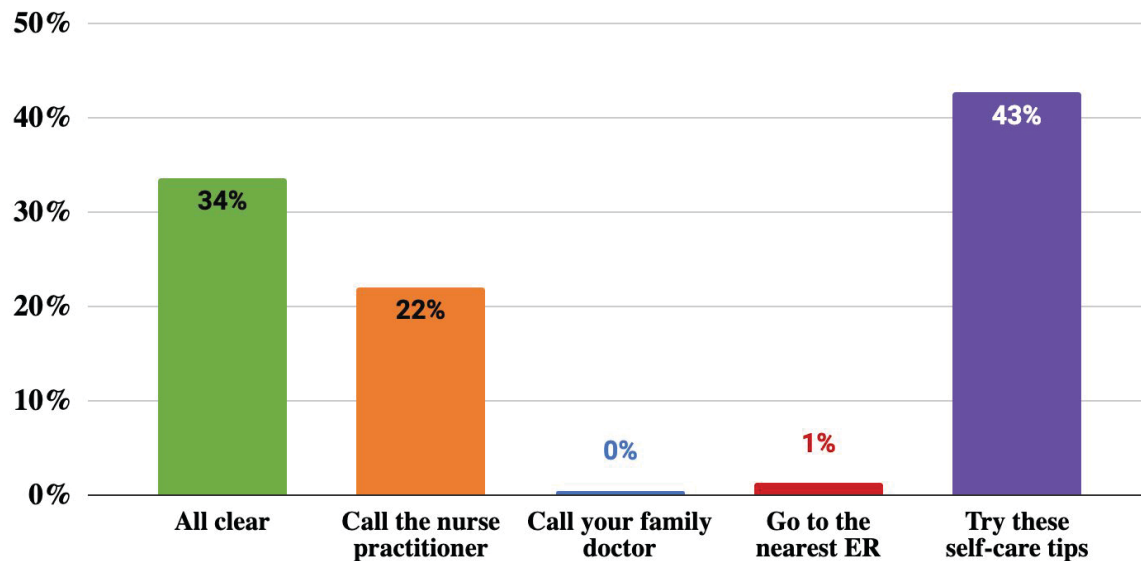
Results and Impact of Remote Monitoring



*Only patients who had a concern that would have prompted a call/visit without SeamlessMD are included.

Health Check Recommendations Given

This data illustrates the highest recommendation provided to the patient at the end of their daily health check (most severe recommendation given) based on their responses and the concerns they reported.



Recommendation	Top Reasons for the Recommendation
Self-Care Tips	<ul style="list-style-type: none"> • Dehydration • Constipation • Urine issues
Call the Nurse Practitioner	<ul style="list-style-type: none"> • Urination or urine issues • Wound issues • GI issues
Call Your Family Doctor	<ul style="list-style-type: none"> • Anxiety or low mood
Go to the ER	<ul style="list-style-type: none"> • Pain and swelling on calf • New or sudden trouble breathing

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Thank you, thank you, thank you!

Messages from patients

Nephrectomy

- To the entire urology team at the hospital along with the nurses before surgery and the nurses that looked after me for the overnight stay. Thank you for everything it is comforting knowing that we have a facility in the northwest that we can get such great care. The entire experience was a big eye opener for me but at the same time gives a lot of comfort knowing you are in good hands there. Thank you
- Would like to thank Dr. Shahrour and staff for making my life safer and better.
- Dr. Kotb thank you for your professionalism and bedside manner and to your entire team thank you for doing what you do

Kidney Stones

- Thank you Dr Elmansy and all your surgical team. I had excellent care from everyone during my surgery
- All the NPs who have worked with me. They are awesome
- Thank you to the O.R. Team who put my mind at ease during the anxious moments before surgery. The Anaesthesiologist, the nurses, and surgeons answered my questions and calmed my concerns about what was about to take place.
- I would like to thank the whole team that took care of me. They were very kind and explained everything to me about what would happen that day I had a rough time coming out of the anesthesia and the nurse took great care of me. Thank you to Dr Elmansy' and his team

- Sharon Nurse Practitioner Thank you for your caring, helpful, calm soothing manner. Your calls have been greatly appreciated. Your knowledge and assistance with symptom and pain management were so helpful to me. Your knowledge of the bladder issues caused by the stint have helped me to not lose my mind from that urgency to pee that's so profound.
- All the staff in surgical daycare were amazing, right through to surgery and recovery then back to daycare.
- Special thanks to Dr Owen Prowse, nurse practitioner and the whole team for their caring hands during my surgery and to SeamlessMD for monitoring my recovery. God bless you all
- I like to thank Dr. Kotb and his team during my procedure. All were very pleasant and created a sense of confidence in their abilities. Have any type of procedure done can be daunting, but this medical team set my fears to rest. Thank You one and all for your kind, nurturing ways.
- Dr. Kotb and the entire surgical team. Nurse Kathy in pre-op and post-op. Nurse Steve in Ambulatory Care who removed my catheter—a big thank you! RPNs Sasha and Corey who called me at home and arranged an appointment for me in Ambulatory Care to remove my catheter. If they didn't do this I would have had to go to Emergency and wait to have my catheter removed as I was originally advised. Thank you to Dr. Zakaria and to the CT scan technician
- To the Surgical; Team Thank you for outstanding and caring work. And, especially to Dr. Prowse, for his Caring, Expertise and Professionalism! Also, I'd like to thank the Nurses who took care of me in Recovery!
- The 2 nurses. John, who was the nurse who greeted me and took care of me. He is phenomenal, I haven't had such a great nurse in years!!! Tom - he came to get me for surgery and was in the operating room with me. He couldn't have made me feel more comfortable, such a sweet and caring soul And of course - Dr. Prowse. He already knows I adore him and trust him with my life but still, thank you for being you Dr. Prowse
- Dr. Elmansy, thank you for your initial diagnosis and directing me to Dr. Ahmed Zaharia.. The stent procedure performed by Dr. Zaharia at the Lake of the Woods hospital was very beneficial. The positive coaching on the Seamless .med site is timely and motivational. This health team is innovative and delivering what I think as World Class health care to our remote areas of Ontario. I am eagerly looking forward to a successful resolution to my illness.
- A big thank you to the whole staff that took care of me during both procedures. Huge thanks to Dr. Sharour, amazing care that he provided. Plus the staff at SeamlessMD for providing amazing after care.

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Thank you, thank you, thank you!

Messages from patients

HoLEP and TURP

- The nurses in day surgery, immediately following and prior to the procedure, were absolutely wonderful and I would like to thank them. The nursing staff on 3B (Surgery), where I later spent three days, were also an incredible bunch and I am most thankful for the care I received.
- I would like to thank the nursing staff for their excellent care and compassion. The doctors involved in the surgery for their care.
- The nurse practitioners were a great help.
- Thank you to all that were involved with my health care in Thunder Bay and Kenora
- The various nurses and urologists that helped me to have a better life ! We are lucky in NWO to have you and I tell many of your services ! Thank you !
- Special thanks to Dr Hazem Elmansy for the compassionate care he provided and for his technical surgical expertise and ensuring my safety. Special thanks to Dr. Robert for ensuring my safety and his expertise. Special thanks to the entire Thunderbay team including all nurses for their compassion, attention, and great conversation. Unfortunately I cannot remember all the names of the nurses but each and every nurse I came in contact with was compassionate and attended to my needs and made my visit to the hospital a positive patient experience.
- The nurse practitioner helped us immensely. She was able to liaise with the surgeon's office. She listened to me and helped me to relax.
- The nurses were great. Same with Dr. Elmansy's surgical team. So a big thank you to all that were involved.
- Thank you to everyone involved in my procedure all very professional and caring.
- I wish to thank Dr. Elmansy, his nursing and support staff, along with ward nurses Zach and Emma.
- John, thank you for all of your help and for staying late to ensure I was getting the best care possible.
- Dr. W Shahrour, Dr Bassouny, Dr. Thompson, the 2 Fellows the 2 Surgical Nurse and the nursing staff in Day Surgery and Recovery, thank you for the great care provided, Dr. Shahrour thanks for getting me in so quickly I was really starting to have a great deal of problems.
- Thank you one and all for the fine and worry free care I received up to and during my surgery to a great recovery. All surgical staff were very caring and explained everything very well. Nurses and recovery staff were great and very helpful. Thank You
- Thank you to: SeamlessMd, the countless Medical Specialists: Drs: ElMansy Zakaria, Bassoumy , (my apologies to the many other supporting doctors and interns who's names I can not recall), the Clerical, and House Keeping Staff members of ThunderBay Regional Hospital. I have received health care at its best technical and compassionate level.
- I would like to thank Dr. Sharour and all his fellow workers, the doctors and nurses that were involved during my surgery, and all the people and nurses during my stay at the hospital, through pre admission and all the way to post operative care, they were all very kind, courteous and helpful. Thank You very much.
- All of the staff were very kind and considerate.
- Thank you so much to Doctor ELMANSY and the surgical team and to Lance in surgical day care who looked after me after surgery and to Debbie who prepped for surgery and to the nurses who looked after me over night you were all so wonderful and hard working.

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