



128 West 6th Street, Vancouver  
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## **MEDEO FACT SHEET**

### **WHAT MEDEO IS:**

Medeo.ca is a Vancouver-based website and app that provides secure video conferencing technology that enables patients and doctors in British Columbia to connect using their computer or Apple mobile device.

### **HOW IT WORKS:**

- Patients sign up via their computer at Medeo.ca through a simple step-by-step process.
- Alternatively, patients can download an app from the Apple App Store (for free) and sign up using the app.
- Patients sign in to Medeo (via webpage or app) and fill out a 'case' request, in which they state why they need to see the doctor. This helps physicians decide which cases are suitable for an online consultation.
- Patients may attach any necessary photos or files that are relevant to the visit.
- Patients can upload scanned copies of previous test results or consultations from other doctors for storage on their profile (this can be securely accessed by the patient for reference).
- When ready to see the doctor, patients are connected by online video with a Medeo Coordinator who help them ensure that their computer is set-up correctly.
- The patient is connected to a doctor for their online visit.
- Following a visit, the doctor can use Medeo to refer a patient to a specialist, upload a prescription or make notes on a patient case

### **COST:**

Medically necessary services provided by physicians powered by Medeo are publicly funded for BC residents with a valid medical services number (MSP). Non-Canadians visiting BC can use the system as well but must pay for the service out of pocket (costs may be reimbursed by travel insurance). A Medeo app for Apple devices is free to download from iTunes.

### **COMPANY MISSION:**

Medeo aims to provide modern tools to improve the access to quality healthcare for all Canadians, regardless of location or mobility.

### **COMPANY HISTORY:**

Medeo was founded in 2012 by Dr. Jesse Pewarchuk (University of Alberta, MD FRCP(C)),



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Ryan Wilson (UBC, BCom) and Andrew Wilkinson (Founder of Metalab Design).

### **SECURITY & PRIVACY:**

All of Medeo's information is stored and guarded in bank-grade security facilities managed by Q9 Networks, the same company that manages the government of British Columbia's servers. All video connections are facilitated on Canadian servers and health data will never be stored outside of Canada. Patient information, recommendations and appointment histories are always held securely and privately, to meet all provincial health standards, identical to how a standard doctor's office keeps records..

### **TECHNICAL REQUIREMENTS:**

Patients are required to have high-speed internet (at least 1mbps upload/download) and one of:

- iPhone 4+
- iPad 2+
- Computer that is no more than 4 years old with a webcam, microphone and have an operating system that is either Windows XP, Vista or Windows 7 (32- and 64-bit); Macintosh OS X 10.5 Leopard and later (Intel CPUs only); or Linux.
- Support for Android and other mobile devices coming soon.

### **PHYSICAL ENVIRONMENT REQUIREMENTS:**

A quiet, private room.

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