

A New Way to Connect

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During the COVID-19 pandemic, we are all changing the way we do things. Lanark, Leeds and Grenville Addictions and Mental Health (LLGAMH) is no different. To ensure our clients are well cared for, we are looking at new ways to connect. One way is through virtual technology, using computer tablets and a virtual app that clients can download on their phone.

The new technology, provided by [Aetonix](#), offers a new way to meet face-to-face. Clients and health care providers meet virtually over a safe and private network. “There are many benefits for our clients,” explains Eric Hanna, LLGAMH CEO. “Clients tell us that they are excited about connecting remotely from the comfort of their home or other location. Others say that the interaction is as good being in the same room.”

Christine Dinnery is a Counsellor with the opioid program and says the application is very client-centred: “It’s fantastic. No matter where they are, our clients can video, text, or call. Clients can access us when they need to.”

The technology is user-friendly and can be used on any phone. “We are delighted to support LLGAMH in their continuing mission to improve the care of their clients”, says Michel Paquet, Aetonix CEO. “Our aim is to provide virtual remote care in a simplified package, connecting isolated and vulnerable segments of our population at this time to their families and care teams.”

“Seeing us virtually can be reassuring for our clients,” adds Christine Dinnery. “And it allows us to see how they are doing as well. One client showed me the crafts and artwork she had been doing because of the stay-home orders. It was important for her to share that with me.”

“We need to adapt during difficult times, and this technology ensures we can still stay connected and continue to provide counselling,” sums up Eric Hanna.



Cutline: LLGAMH Case Manager Patti Graham connects with Counsellor Christine Dinnery (top right).

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