

Virtual Care Visit Guide for Learners

Prepare

- •How will you be connnecting with your preceptor?
- •Review the paient record
- Are you in a quiet, private location?
- •Phone visits block your number
- •Video visits check your background, lighting

Can you see/hear me?

- Check audio/video
- •Confirm the patient's name, birthdate, health card number
- •Confirm the patient's location

Are they in a private place?
Are they located in the province in which you have medical liability coverage?

Types of visits usually appropriate for Virtual Care

Simple URTI, UTI

Some chronic disease management Follow-up some pre-existing illness, investigations Skin conditions (with HD camera or photos sent) Mental health concerns Sexual health care Travel medicine

Not appropriate for Virtual Care

Emergent symptoms – chest pain, SOB, loss of neurological function Any presentation requiring palpation or auscultation Initiation of opioids or other controlled substances

Consent

Connect

I would like to explain a bit about this type of visit. A phone/video visit is a bit different from an in-person visit. (The Health Authority) has approved this as a safe way to communicate with our patients, and while unlikely given that it is a secure system, there is a small chance that someone may be listening to our conversation. Also, we are unable to examine you in the way that we would usually do when we see you inperson. If after our conversation we feel that we need to see you, we will make arrangements to do this. I will be documenting our conversation in your chart as we usually do.

Do you have any questions about how the visit will take place? Do I have your permission to proceed with this type of visit?

Visit

- Conduct the history
- •Consider what parts of the physical exam you can do

Vitals

Does patient have a thermometer/BP cuff?
Are they speaking in full sentences? Do you hear a wheeze?
Coach through checking their pulse, tapping out the rate.
Do they appear unwell? in pain?

Can you coach the patient through ROM and palpation, having them describe the findings, or show you on video? This does not replace the need for an in-person visit to properly examine but may assist in triaging.

Review

Connect with your preceptor

Senior residents may do this step after the completion of the encounter or at the end of the day.

Wrap up

- •Ensure patient understanding of the plan
- •Acknowledge the limitations of virtual visits, safety net
- Document

Communication skills are more challenged in virtual care visits so ensuring patient understanding is most critical!

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