

Connecting Home and Community Care with Primary Care using Telus Virtual Visits

Criteria;

- Patient receiving Home and Community Care Support Services and has an assigned Primary Care Coordinator (CC).
- Patient is home/bed bound and unable to transport to primary care provider office for face to face visit, OR patient experiencing;
 - Significant clinical issue or change of clinical status.
 - Patient safety or risk management issue that requires a collaborative virtual care visit in order to mitigate.

Process:

1. The request for a Virtual Care appointment is initiated by either home and community care coordinator or primary care provider.
 - **If appointment is initiated by HCCSS CC**, the CC will obtain consent from the patient to arrange a collaborative Virtual Care visit, and contact the patients' primary care physician to make the request. If physician agrees to Virtual Care Visit the physician's office will book the appointment through the TELUS PS Suites EMR
 - **If appointment is initiated by primary care physician**, the physician will contact the patient's HCCSS CC to set an appointment date and time, and proceed to book an appointment through TELUS PS Suites EMR.
2. The purpose and scope of the meeting will be clearly communicated between all parties attending the Virtual Care visit.
3. When the appointment is set in the TELUS PS Suites EMR by the patient's primary care provider, they will need to confirm that the patient has an email address. If they do not have an email address, the patient will be instructed to set one up.
4. Once the patient is ready, and has an email address, the appointment will be booked directly in the TELUS PS Suite EMR (see handout for details). When the appointment is booked, the patient will receive an email with a link to join the appointment.
5. Ideally the HCCSS CC will attend the Virtual Visit in the home with the patient. However depending upon logistics and IPAC practices the CC may need to attend the Virtual Care visit virtually from their workplace.
6. If the patient and the Care Coordinator are attending the meeting in the patient's home, they may use the patient's own device or the Care Coordinator's device to attend the virtual care visit.
7. Additional family members or caregivers may attend the virtual visit with the consent of the patient/substitute decision maker and primary care physician. The patient would need to forward the email that they received to those additional individuals.

8. The HCCSS Patient Safety and Risk Management frameworks, policies and tools are in place to manage complex patient safety and risk issues and will be followed.
9. The collaborative Virtual Care visit is not a forum to discuss complaints regarding HCCSS or HCCSS contracted service provider performance or health human resources issues. Any complaints will be managed as per HCCSS complaints process.