Primary Care Networks
CALGARY AND AREA

Alberta Health Services

# Virtual care ETIQUETTE

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Mental health & COVID-19
HOT TOPICS

# VIRTUAL CARE ETIQUETTE

DR. CHRISTINE LUELO

Mental health & COVID-19 HOT TOPICS

## Top 10 tips for keeping your sanity with virtual care

#1

Try to create a space for your virtual care visits that gives you something you would not have if it was a “normal” clinic – reframe it to make it a win

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#2

Ask your staff to provide clear *technical* guidance to patients

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#3

Consider using your website to guide patients on how to have a successful virtual visit

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#4

Set clear expectations on what you can and cannot do virtually – this may not always be easy for your front-end staff so don't get upset, just rebook the patient for part two of their visit in the office

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#5

If a patient is clearly not prepared for your call (in the middle of a grocery store!?) just ask them to rebook or call them back later, rather than being agitated

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#6

Practice a few good phrases to end a conversation tactfully

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#7

For low-risk patients who have “no showed,” ask your staff to re-book them in the office. Take a moment to coach them on the in-person visit with respect to how to use virtual care in the future, if you are willing to give it another chance

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#8

Get comfortable with pregnant pauses to allow patients to speak – we already interrupt too much in person. More difficult over the phone (when you lose body language cues)

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#9

Consider how your staff can communicate with you when you are in virtual clinic – some EMRs can set a status, or use the message function and check in frequently

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#10 Make clear notes on attempted contacts in the chart so everyone is on the same page