

Virtual Care Clinic Set Up

TRIBAL CHIEFS VENTURES INC



Setting Up of a Virtual Care Clinic

- What is the purpose of setting up the clinic (Diabetes, Cardiology, Opioid Agonist Therapy)
- Understand that this is going to take up potentially a whole day and may require restructuring/revisiting workplans
- Identify Key Team members (Health Director, Nurse, Office Manager, Clinical Support and Follow Up LPN, Virtually visiting Physician, Local Pharmacies, Transportation, Local Primary Care Network)
- Establish the structure of the clinic
 - What does the physician require on initial visit and subsequent visits (ie. referral)? How will the patient move within the health centre ie. Reception → vitals → waiting area → appointment → after appointment/follow up

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- What method is going to be used to capture health data (Electronic Medical Record, paper charting)
 - Ensure that the Health Centre's Privacy Impact Assessment (PIA) includes this method if data is collected electronically
- Look into Best Practices (ie. Diabetes Canada Clinical Practice Guidelines for the Management of Diabetes, Standard's and Guidelines for Methadone Maintenance Treatment for Dependence)
- The one key element in the success of a virtual care clinic is **RELATIONSHIPS**. The community knows the people it serves. You know who are your community's prominent members (If you get them on your side, they will sell the benefit of the program especially if they benefit directly from the project and communicate to others in the community.)

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- **Relationships can be broken down into three sub-categories**
 - Patient must have a good relationship with the physician treating them. The physician must be willing to see the patient more than someone with a disease but a person. Personality is huge.
 - Patient must have a good relationship with the point of contact (RN/LPN) in the Virtual Care clinic in the health centre (Who is sitting in on the appointments? Are the clients going into the appointment alone? Who is assisting in the follow up with the client while they are within the community?)
 - Patient must have a “relationship” with the medication they are being treated with. Education is key here. Patients must be educated on the mechanics of the medications.
- **Create a binder to organize client care, referrals, medications and follow up**
 - Understand that this is data that is to be entered into the EMR

Setting Up of a Virtual Care Clinic

**ONCE EVERYTHING HAS BEEN
ESTABLISHED AND COORDINATED
GET READY CAUSE**

IT'S CLINIC DAY!!!

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After Clinic Meeting

- Regroup as the Health Centre team and review how the day unfolded.
 - Know you will have problems. All team members need to pull together and fulfill their duties on clinic day to ensure success.
 - Revisit those challenges and establish mechanisms to minimize or remove the challenges.
 - Add/delete steps needed as identified by the group that will better the clinic

Key Factors that enable successful clinics

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- **Staff who are passionate about bringing positive changes to the community, impacting health outcomes and improving the quality of life of community members**
- **Establishing relationships with all members of the clinic and ensure everyone is on the same page.**
- **Your care team are apart of the community and lends to the trust needed for patients/clients buy-in**
- **Personality of the Care team. Showing that your sincere and want to be apart of getting people healthy is essential.**
- **Ongoing contact with the patient/client (fosters trusting relationship and compliance with treatment)**

Key Factors that enable successful clinics

- **Ensure that you have designated space and appropriate privacy protection to ensure patient's privacy is respected.**
- **Ensure that you have the Buy In of all parties from Leadership to Health Team.**
- **Ensure you have adequate Video connectivity**
 - **Contact TSAG to test out the connection and ask for additional bandwidth if needed**

Challenges to successful clinics

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- **Location/Transportation if in person follow up is needed.**
- **NIHB Coverage (if applicable)**
- **Access to Netcare (If applicable)**
- **Lack of family doctors (if referrals are needed to ensure continuity of care)**
- **Clients from other communities coming to access services (if community allows others to attend what mechanisms are in place to ensure that follow up is done and privacy is maintained?)**
- **Client's contact information changing**
- **Language can be a challenge if the client/patient needs a translator**
- **Clinic can take up a lot of time and resources**
- **Finding the clients willing to participate.**

QUESTIONS?

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