

# BC Virtual Visit and Telehealth Provider Practice Standards

Information for healthcare professionals

*BC Virtual Visit and Telehealth - Enabling access and removing barriers to quality care, meeting or exceeding the expectations of a face-to-face consultation.*

**Purpose:**

To outline provider practice standards in BC Virtual Visit and Telehealth.

## Prior to an Appointment

- ✓ Determine client suitability for BC Virtual Visit or Telehealth;
  - Does the client require physical assessments?
  - Does the client have cognitive or mental health challenges that may affect their ability to participate in virtual care services?
  - Does the client have a past history of, or potential for violence?
- ✓ Obtain and document informed consent to participate from the client prior to an appointment;
-  Ensure verbal consent has been obtained from the patient and documented for the use of email or text to receive invitations;
- ✓ Complete appropriate training and ensure you feel confident delivering care via BC Virtual Visit or Telehealth;
- ✓ Review guidelines or standards outlined by your appropriate governing body (e.g. [College of Physicians and Surgeons](#), [Doctors of BC](#), [BC College of Nursing Professionals](#), [College of Dietitians of BC](#))
- ✓ Know your back up and emergency plan, which could be simply phoning the [client in the Telehealth room](#) or at their home.

## During an Appointment

- ✓ Know your schedule and confirm you are connecting to the right appointment or client location;
- ✓ Start and end the appointment on time;
- ✓ Ensure privacy and confidentiality – adjust volume to appropriate level, and ensure closed doors;
-  Confirm and document your client’s location in case of an emergency;
- ✓ Positively identify client (minimum 2 identifiers) and introduce any additional participants;
- ✓ Ensure the client is comfortable, and is able to see and hear you (check your self-view)
- ✓ Reassure your client the session is private, confidential and will not be recorded;
- ✓ If the method of this consult does not meet the client’s or your needs, consider other options.
- ✓ At the end of your appointment, inform client of next steps (e.g. follow-ups) and encourage your client to complete the satisfaction survey. Remember to end the call.

## After an Appointment

- ✓ Chart and communicate consult as per your normal process, note the session was by way of virtual care and identify all participants and their locations;
- ✓ Reflect on your experience. What can be improved?  Complete the satisfaction survey.

 Specific to BC Virtual Visit, **NOT** Telehealth at an Island Health facility