

Back to Practice Checklist

ACTION ITEMS

Review Patient Panel

Create Patient Mailing List

Obtain Consent

Spread the Word: Clinic is
Open!

Prepare Patients for Virtual
Visits

Adjust Your Workflow

CHECKLIST

- Review your EMR (or consider leveraging [Panel Management](#))
 - Decide what your clinic can provide virtually vs in-person
 - Proactively reach out to patients who are suitable for virtual care
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- Select appropriate communication tools and channels, including email, website, [Pathways BC Virtual Care Directory](#), social media, text message, in-person conversation
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- Collect consent verbally or by form ([sample of consent forms](#))
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- Draft [communication messages](#) to let your patients know that your clinic is open and virtual care visits are available
 - Ensure your voicemail is updated with your new office hours and how your patients can find you
 - Promote your clinic through the Surrey-North Delta Division if you are able to see/attach unattached patients
 - Promote your clinic through Pathways BC Virtual Care Directory if you are seeing your patients virtually.
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- Provide clear instructions on how to connect and how to be prepared for virtual visits. For ways to prepare your patients for virtual care visits, please see the [DTO Virtual Care FAQ](#)
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- Talk with your clinic staff and MOAs about how to improve communication process
 - Consider the [Quality Improvement Cycle](#) through the PSP team
 - Ensure safety protocols are followed for in-person care
 - Examples and a step-by-step virtual care workflow can be found in the [DTO Virtual Care Toolkit](#)