

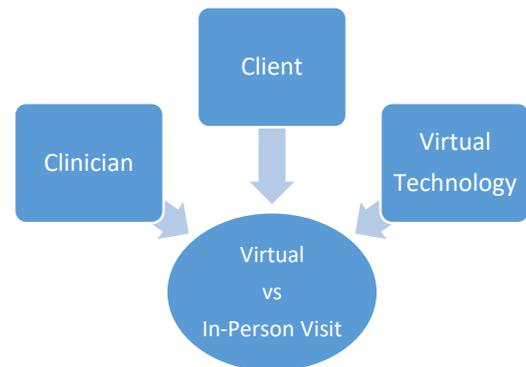
Framework to Help Determine Appropriateness of Virtual Health Visits

Provincial TB Services

This tool has been developed to support clinician decision-making regarding the appropriateness of virtual health visits. The rapid pivot to virtual health care was a significant public health safety measure taken during the early phases of the COVID-19 pandemic. Currently, virtual health visits in our TB clinics continue to allow client-centred care by offering timely, convenient, accessible and acceptable care. However, in some situations, virtual visits can not replace in-person care. The following questions should be considered to determine the type of appointment that is appropriate for clients in our TB clinics.

Client Factors

- Is the client initiating the virtual visit? Is the client receptive to having a virtual visit? (eg., possible inclusion of support people virtually, risks/safety, travel)
- Does the patient have the capacity to (or have caregiver support to) participate in a virtual health visit? (eg., cognitive or physical limitations/impairments)
- Does the client have the appropriate set up for a virtual visit? (e.g., email, device, internet, private space, etc.)



Clinician Factors

- Are there clinical concerns about the client that warrants in-person follow up and assessment (e.g., abnormal BW, missed labs, adherence concerns, broken appointments, coping concerns, etc.)
- Does a virtual visit (phone or video) facilitate my ability to obtain adequate information to support clinical decision-making?
- When was the last time I saw this patient in-person? **Note: Our [clinic protocol](#) states active TB treatment clients, during the continuation phase of treatment, should not go longer than 2 months without an in-person appointment.**
- Am I comfortable using the technology or learning [how to use it](#) prior to the virtual visit?

Virtual Technology Factors

- Is virtual the right tool to provide optimal patient care on this encounter? And if virtual, is telephone or video the best tool? (eg., ability to provide same or better care virtually as in-person)

References: Adapted from VCH Staff Memo - Support to determine appropriateness of virtual health visits (Oct 5, 2020), [CMPA Safe care amid the pandemic – virtually and in person](#) and PHSA OVH Virtual Health input.