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When to Choose Virtual Physician Visits

ABOUT

What are Virtual Visits?

Virtual Visits enables residents to connect remotely with physicians from the comfort of the retirement residence using a secure telemedicine platform. Virtual physician clinics have been designed to support your home's ability to provide continuity of care for residents by offering timely quality physician services.

FACTORS TO CONSIDER WHEN CHOOSING A VIRTUAL CARE VISIT

Choosing the best model of care

Virtual Visits can increase access and satisfaction for residents when used in the right medical situations. Please remember that Virtual Visits are <u>not</u> a substitute for attending the emergency department.

Model of Care	Sample Clinical Situations
Great for Virtual Visits	In general, virtual visits are a great fit for most primary care situations that do not require a physical examination. Here are examples of clinical scenarios that are a <u>great fit for virtual visits</u>: - Prescription refills - Chronic conditions (eg. hypertension, diabetes, thyroid) - Mental health concerns - Sleep concerns - Treatment of minor ailments (urinary tract infections, rashes) - Review of lab and imaging results
Consider an In-Person Visit	While many primary care visits can be successfully completed virtually, there are still clinical situations that require a physical examination. Here are examples of scenarios where an <u>in-person visit</u> would be a better fit: - Abdominal pain - Congestive heart failure - Minor musculoskeletal injuries - Minor falls without spinal/head trauma - Narcotics or controlled substance prescription (refill or new)
Proceed to the Closest Emergency Department	<u>Please call 911 or proceed to the closest emergency department</u> if a resident is experiencing any of these symptoms: - Chest pain - Difficulty breathing - New onset confusion, weakness, slurred speech, or loss of consciousness - Spinal or head trauma - Sudden or severe pain - Severe or persistent vomiting or diarrhea - Active bleeding