

LTCI VIRTUAL VISIT TOOLKIT: Scheduling

Proactive visits are opportunities for the nursing team and physician to regularly review one or more residents' overall health status. Ideally proactive physician visits are conducted in person. However, if an in person visit is not available, a virtual visit (ad-hoc or proactive) is encouraged **IF** a high standard of medical care can be obtained. A balance should be sought between virtual and in-person visits to LTC homes, depending on situation and risk. Virtual visits are tools to enhance continuing care, but not replace in person evaluations.

The below tools can be used for any kind of physician visit, virtual, phone, or in person.

KEY COMPONENTS OF PROACTIVE VISITS

- Scheduled every 4 to 6 weeks (*recommended*)
- Done via the phone, video technology, or in person
- Scheduled in advance (*ideally, on a regular time and day of the week that works well for all parties*)

The LTCI has developed several physician scheduling tools to collect information regarding physician availability. *Please modify any portion of the following forms as best suits your facility.*

2-1 Physician Scheduling Questionnaire

This form can be used to collect information from physicians attending residents at your facility. You can email or fax the document to MRP's. Proactively organizing physician visits can allow your facility to develop a schedule that best suits the resident, facility, and MRP.

2-2 Physician Visit Schedule

Once your overall physician availability has been established, an ongoing schedule can be developed. Ideally, physicians will commit to a regular time to visit. Implementing a practice model such as CORE or TORCH can help provide structure around physician visits. You can learn more about practice models here: <https://vicsi-ltci.ca/tools-and-resources/practice-model-tools/>

2-3 Calendar Template

Once your schedule has been established, a monthly calendar can be created as a visual aid to post at nursing stations indicating who will be visiting when and how the visit will take place.