

TEAM CHARTING AGREEMENT VIRTUAL NOTIFICATION OPTIONS

PURPOSE

Given COVID-19 social distancing requirements, and the greater movement to health professionals providing virtual care, virtual notifications should take place where a patient is not being seen in person at a physical office. The options below will allow you to notify patients that their information is being shared with a health authority care provider.

Virtual Care Notification Options

1. **Online Booking:** patient sees the notification while booking an appointment online.
2. **Call-in:** patient phones to book an appointment and hears a script read by the clinic.
3. **Virtual waiting room:** patient sees the notification while using the service.
4. **Website:** patients see a link to a notification provided on the PCN toolkit.

SUGGESTED SCRIPTS FOR EACH OPTION

Options 1, 3: online booking and virtual waiting room

Patient books an online appointment as per usual process. They see the following notification while booking the appt or in while in the virtual waiting room.

Your appointment may take place with your Family Doctor or Nurse Practitioner, or other health professionals from [name of health authority] that are working together to ensure you receive the best care. To do this, they will share only your relevant health information. [Click here](#) if you have questions.

Option 2: call-in

MOA books appointment as per normal process, reading out the script below:

Your appointment may be with a [name of health authority] [nurse, social worker, etc.] that is working in our clinic. To ensure you receive the best care, we will need to share relevant health information amongst our team members. Do you want me to send you more information about how we share information? [send FAQ to patient's email]

Option 4: website

Clinic posts information below to their website:

A Primary Care Network (or PCN) is a group of health care providers working closely together within a community to improve overall care for patients in that community.

As part of the PCN, during your appointment with your Family Physician or Nurse Practitioner, you may see a Nurse, Social Worker, Pharmacist or other care team member who is an employee of [name of health authority]. By expanding our team to include Health Authority employees we will increase access to health care services and improve the quality of care you receive.

For more information, please [click here](#).