COVID-19: Meeting Patients' Needs
Algorithm for Today’s Primary & Specialty Care Teams

Optimize Your Practice and Processes
- Time and space safety checklist
- Know your practice checklist for community specialists
- COVID-19 Relaunch Readiness Checklist

Optimize Patient Care Management
- Patients on schedule
- New patients/referrals (not booked yet)
- Patient follow-ups
- Patients discharged from hospital
- Vulnerable or complex patients not seeking needed care

COVID-19 Primary Care Pathways
H2H2H transitions checklist for primary care
Patient care management toolkits TBD

Is there care (or a component of care) that the team can offer now?

Does the care or component of care require a team and patient interaction?

NO
- Book care or component of care to future date or create reminder

YES
- Complete care or assign tasks

Tools to Get Started with Virtual Care
- Choosing a Tool
- Privacy and Security Checklist
- Essentials for Getting Started
- EMR Tips

Determine if appointment is virtual or in-person
- Patient Scheduling Tool

Virtual Appointment
- Telephone
- Video
- Secure Message
- AMA Virtual Care Page & Billing Codes
- Virtual Appointment Guide

In-Person Appointment
- Non-infectious patients
- Symptomatic and possibly infectious patients
- Presumed or confirmed infectious patients
- AHS COVID-19 Screening Tool
- In-Person Appointment Guide - TBD

Virtual appointment workflow
In-person appointment workflow

Tools to Get Started with Virtual Care

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