

# Meeting Patient's 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 Pathway



H2H2H transitions checklist for primary care



Patient care management toolkits



### Tools to Get Started with Virtual Care

- Choosing a Tool
- Privacy and Security Checklist
- Essentials for Getting Started
- EMR Tips

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

NO

Book care or component of care to future date or create reminder

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

NO

Complete care or assign tasks

YES



### 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



Virtual appointment workflow

### 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

In-person appointment workflow



ALBERTA MEDICAL ASSOCIATION

ACTT  
Accelerating Change Transformation Team