BEST PRACTICES FOR VIRTUAL EXPERIENCE

Don’t feel like you need to go it alone; the patient experience team can help. Visit our pulse page for more information.

1. Reliable Scheduling
- **Why?** Patients value their time.
- **What?** Truth in scheduling.
- **HOW?**
  - Do your patients have input on their visit type (virtual vs. in-person)?
  - Do patients have adequate time to prepare for their visit?
  - Is it clear for patients the type of appointment that is being scheduled?
  - Is there a process to manage patient wait time during clinic?

2. Authentic Teaming
- **Why?** A connected team helps patients feel safe.
- **What?** The whole team that cares for the patient.
- **HOW?**
  - Do you have clear expectations for each member of the team before, during, and after the visit?
  - Do you have a process for handing the patient off virtually?
  - Do you have a team huddle?

3. Consistent Processes
- **Why?** Consistent processes build trust for patients and the team.
- **What?** Activities that occur during most visits.
- **HOW?**
  - Do you use a consistent platform for virtual visits?
  - Do you cover all the same items you would cover during in-person visits?
  - How does your team help the patient understand next steps?
  - Is there a way for the provider to communicate with the rest of the care team during the visit and a way to nimbly change web platforms if needed?

4. Provider’s Communication
- **Why?** For patients, communication is the primary indicator of provider’s competence.
- **What?** Effective communication is the foundation of trust.
- **HOW?**
  - Do you have the appropriate hardware and internet connection to ensure you can be clearly heard and seen?
  - Does your environment support professionalism?
  - Does the provider involve the patient in decision-making?

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