



SmartTexts for Virtual Care

Purpose

Clinicians may wish to quickly document how patients have been informed about, and consent to proceed with, virtual care interactions. This crib-sheet offers examples that can be saved in personal SmartPhrases.

Use Cases

- ✓ *Pandemic public health directives may necessitate social distancing, including minimizing patient visits to medical offices, clinics or facilities. Healthcare providers may elect to offer virtual alternatives to in-person care.*
- ✓ *Patients may wish to minimize travel and request interaction with a clinician by means of telephone or teleconference.*
- ✓ *Virtual care assessments may be adequate, but not ideal, presenting both provider and patient with trade-offs associated with a health care intervention. Patients should be alerted to the benefits and risks of health interventions so that any consent to proceed is informed. Patients should also have the ability to decline a change in mode of health care interaction. It is prudent to formally document both information provided, and choices made.*

Informed Consent Documentation

- “.VCINFORMED”, “.VIRTUALCAREINFORMED”

Virtual Care Acknowledgment

- *Given our mandate to reduce non-urgent visits to AHS ambulatory departments during the COVID-19 pandemic, @FPREFNAME@ was offered a virtual visit in place of a routine clinic visit. @CAPHE@ accepted the virtual visit.*
- *@FPREFNAME@ was **informed** about the nature, benefits and risks of a Virtual Health visit.*
- *@CAPHIS@ questions were answered, and @HE@ agreed to proceed with the visit.*
- *@FPREFNAME@ verified @HIS@ full name and date of birth, as positive patient identifiers, at the start of the visit.*

Resources

- [Cribsheet: Informed Consent for Virtual Care](#)