Physician/NP Checklist Urgent Virtual Clinic (COVID 19)- Providers you will be seeing both telephone and videoconference appointments

1. ☐ Select Patient in cMOIS Scheduler

2. ☐ Select Seen

3. ☐ Is patient a health care worker (HCW), do they provide direct patient care, are they symptomatic?

4. ☐ Read Nurse encounter notes (Urgent Virtual Clinic 1 Nurse 1 NHA), if no note available, call was taken by 811 Nurse, close and open your encounter note.

5. ☐ Open your progress note template; search VC GP/NP Assessment

6. ☐ Call patient on phone or see patient using PEXIP. **If patient no longer on PEXIP, call the patient for a telephone appointment. **If unable to contact a patient, write a progress note stating something like, "unable to contact patient, message left…" Advise coordinator, so patient can be transferred to next providers day book

7. ☐ Document in progress note template, ADD information as required, DELETE info from template that is not required, SAVE (F2). Select one of the 4 health issues provided or another as required (e.g. Asthma).

8. ☐ If Lab Req Required, select Action, select create lab req order, search PHSA and select PHSA Virology Req.

9. ☐ Ensure lab req is filled out as the sample indicates (ensure copies to go: PCP and Urgent Virtual Clinic NHA).

10. ☐ Send task to Urgent Virtual Clinic 1 Coord 1 NHA- Please Arrange Testing- select create

11. ☐ Fill out Consult Note- go to Action- Create consult note and select template "Urgent Virtual Clinic Consult Note"", say "no" to "Is this letter being created in fulfillment of an order", Select the patients Primary Care Provider & Save.

12. ☐ Send task to Urgent Virtual Clinic 1 Coord 1 NHA- stating- "Please Distribute" and select create.

13. ☐ If Rx required, enter in cMOIS prescription folder, document Rx in progress note & SAVE. CALL prescription into patient requested Pharmacy.

14. ☐ Select Discharge

**If patient needs to go to Emergency, call ER, report ASAP to virtual clinic manager **
See document: PROCESS FOR PATIENTS WHO REQUIRE A HIGHER LEVEL OF CARE

End of shift - Coordinator needs to be advised of unseen patients so they can be transferred to the next providers day book.