BEST PRACTICES FOR VIRTUAL EXPERIENCE

U HEALTH
UNIVERSITY OF UTAH

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 | 2. Authentic Teaming | 3. Consistent Processes | 4. Provider's Communication |

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?

💡 When do you let your patients know whether their visit is in-person or virtual? Are you allowing them enough time to plan?

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?

💡 How does your team work together to care for the virtual patient?

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?

💡 Are there consistent processes for everyday activities? Does everyone on the team understand their role?

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?

💡 Does the provider have a clear vision of how they want to be perceived? Does the team know?