



Guideline

Section: Equity & Access	Number: 8.2.G.v2
Subject: Registration for Virtual Care Appointments	Associated Form Number:
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Introduction

A virtual appointment is just like a traditional face-to-face appointment except that the patient and provider are in separate locations. The registration process typically involves the provision of patient demographics as well as other required patient check-in information. The registration process can also be used to:

- verify eligibility for health care services through validation of a patient’s health care number,
- capture information required by physicians to facilitate their dictation process and communication with referring physicians; and
- capture activity to track the usage of virtual services and/or contribute to workload measurement.

The registration process also provides a chart for health care providers to document the consultation at both the patient and consultation sites.

Guideline

Members are encouraged to follow their existing organizational registration or patient check-in processes to register patients for a virtual appointment.

- Members can identify patients as virtual in their registration systems for statistical or workload recording.
- OTN recommends that all patients be registered for virtual consultations at both the consulting site and the referring site.

Definitions

Consulting Site: The location that provides consultation services (patient not physically present).

Referring Site: The location where the patient receives consultation services (patient physically present).

References

Ministry of Health and Long-Term Care (MOHLTC) Health Systems Information Management and Investment Division, Health Data Branch, Data Standards Unit

Canadian Institute for Health Information (CIHI) MIS Standards

College of Nurses of Ontario Telepractice, Practice Guideline Pub. No. 41041 2009