Virtual Chiropractic Care Checklist

Virtual care has many advantages including: overcoming physical distancing requirements; improving access to care for patients with mobility challenges and those living in remote, rural and underserved communities; and more timely and convenient care for patients. Used appropriately, virtual care may also result in lower health care costs.[22] However, virtual care also raises unique challenges and considerations, such as patient privacy and health and safety.

In recognition of these unique dimensions of virtual care, we adapted the CCGI's Best Practices for Tele-health/Virtual Appointments into this Virtual Care Checklist to assist you in preparing for and conducting virtual appointments.

Patient and clinician location requirements:

☐ 1. Ensure there is good lighting so that you and your patient can see one another.

☐ 2. Ensure that camera/device placement enables you to see your patient's whole body so you can observe your patient performing any exercises or other movements that may be required for assessment, diagnosis and/or treatment.

Patient and clinician location requirements:

☐ 3. Ensure all electronics are plugged in or charged.

☐ 4. Ensure the Internet connection has sufficient connection speed and signal strength to enable clear and uninterrupted communication.

☐ 5. Ensure your patient has access to wireless earbuds or adequate computer speakers so that communication can continue while demonstrating or reviewing exercises.

☐ 6. Develop a contingency plan with your patient in case of technological issues (e.g., have the patient's telephone number to continue a videoconferencing visit as a telephone call visit in case of disruption due to an inadequate or unstable Internet connection)

Prop and equipment requirements:

☐ 7. Ensure your patient is wearing clothing appropriate to the conduct of the appointment, for example loose clothing for ease of movement.

☐ 8. Ensure that your patient has sufficient space and flooring for exercises.

☐ 9. Ensure your patient has access to any necessary props for movements or exercises (e.g. wall or chair for balance, weights, resistance bands etc.).

☐ 10. Ensure you have capacity for coexisting documentation, including informed verbal consent, space and flooring for exercise prescription.

☐ 11. Ensure you have access to supporting documents such as pictorial or video instructions.

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Health and Safety:

☐ 12. Ensure your patient has inspected the area for any possible health and safety hazards (e.g. trip hazards such as toys).

☐ 13. Ensure you have the address of the location of your patient, as well as local emergency contact information for them in case an emergency arises, and no one is with your patient to contact Emergency Medical Services (EMS).

☐ 14. Consider developing a pre-virtual care video for your patient to review prior to their assessment to help them prepare for the consultation, and review expectations

Privacy and Consent:

☐ 15. Ensure your patient and you have a private, quiet, space to conduct the appointment without interruption.

☐ 16. Ensure the technology being used to conduct the virtual visit is secure.

☐ 17. Verify the identity of your new patients.

☐ 18. Inform your patients of any limitations to examination, their right to privacy, their right to opt out at any time if they feel uncomfortable, and of any risks associated with virtual care.

☐ 19. Give your disclosure and obtain your patient's consent if the visit is being recorded.

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