

**To:** All Staff and Physicians  
**From:** Jennifer Sheils, Chief Information Officer  
**Date:** March 18, 2020  
**Re:** **Bulletin #4i – COVID-19 - Virtual Visits**

“Virtual Visits” are designed to replace in-person visits with the patient. These visits would normally be held in a Horizon facility and registered as a Clinic or a Recurring Visit. These provisions are put in place to continue supporting the care of our patients during COVID-19.

Physicians need to determine from their list of scheduled patients which patients are candidates for virtual visits.

It may be that patients are canceled for a clinic and the physician will contact the patients that are appropriate for a virtual visit. Patients would be notified of any cancellations in advance, as per the normal protocol for the clinics.

**Patients that receive a virtual visit/phone call from the physician:**

- The physician (or physician office) notifies Registration staff that the patient was contacted, including the patient’s chart number or Health Card Number and Date of Birth.
- The registration clerk will register the patient into the Hospital Information System (HIS) location, as if the patient had physically presented to the hospital.
- The registration clerk chooses a field that identifies the visit as a virtual/phone visit.
- The physician will dictate the report using the hospital central dictation system or documents in CSDS, for applicable Mental Health clinics, as per normal documentation standards.
- The physician’s note should include information that the visit was a virtual visit.
- Transcribed reports will be attached to the patient’s electronic record by the registered account number.

**Please note:**

- If contact with the patient is not made, the visit **must not** be registered.
- The physician or Physician’s office must establish communication with Registration areas and provide the list of patients that were contacted to be registered.

**For more information from Registration areas:**

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