
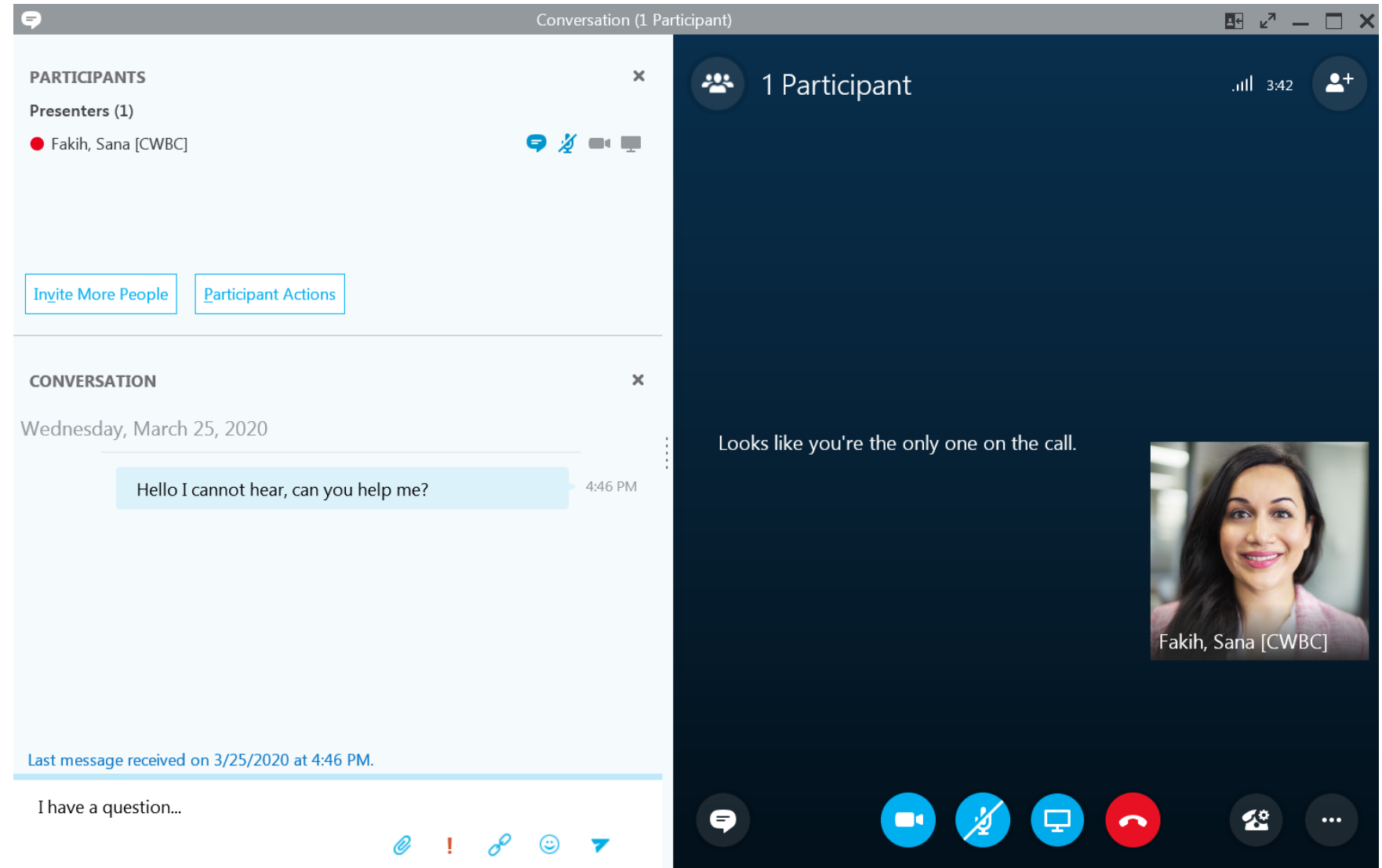


Quick Start guide for Virtual Health

March 31, 2020

Technical Housekeeping

- Please keep yourself on **mute** to decrease any background noise
- To ask questions, **unmute** yourself or **type** in the chat box function.
- If you are **having technical issues**, let us know in the **chat box**, or **email the support trainer** (email provided before the session)
- If you need to leave the meeting click on 



Learning Objectives

Learners will understand:

1. The principles of virtual health.
2. Clinical requirements for conducting virtual health visits.
3. The impact of virtual health visits on patient and family experience.
4. How to differentiate between the different virtual health solutions.
5. How to set up, support or conduct a virtual health visit using Skype for Business and Zoom.
6. How to locate resources available to support virtual health visits for themselves, and for patients and families.

What is Virtual Health and Why Use It?

What is it?

- **Virtual health** refers to a patient centred model focused on connecting patients, families and providers, using technology to optimize wellness, specialty care and outcomes.
- **Examples and uses include:**
 - Virtual visits
 - Remote home monitoring
 - Clinical digital messaging
 - Technology used to reach children in remote communities
 - Provide urgent advice to front line clinicians

Why Use it?

- On-line easy access and support
- Peer networks within regions
- Patient centered care – meeting the patient where they feel comfortable
- For safety during public emergencies and it is important to use this modality during the COVID-19 pandemic

Virtual health is ANY non face to face communication with patients.

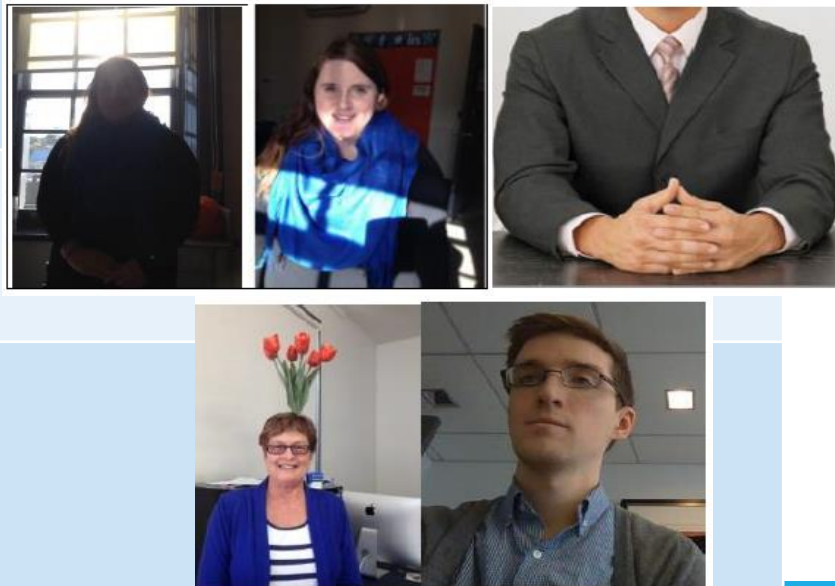
Current Virtual Health Solutions



1. Enable participants to talk see and hear each other
2. Provide instant messaging (IM)
3. Provide content sharing on desktops, such as documents and presentations.

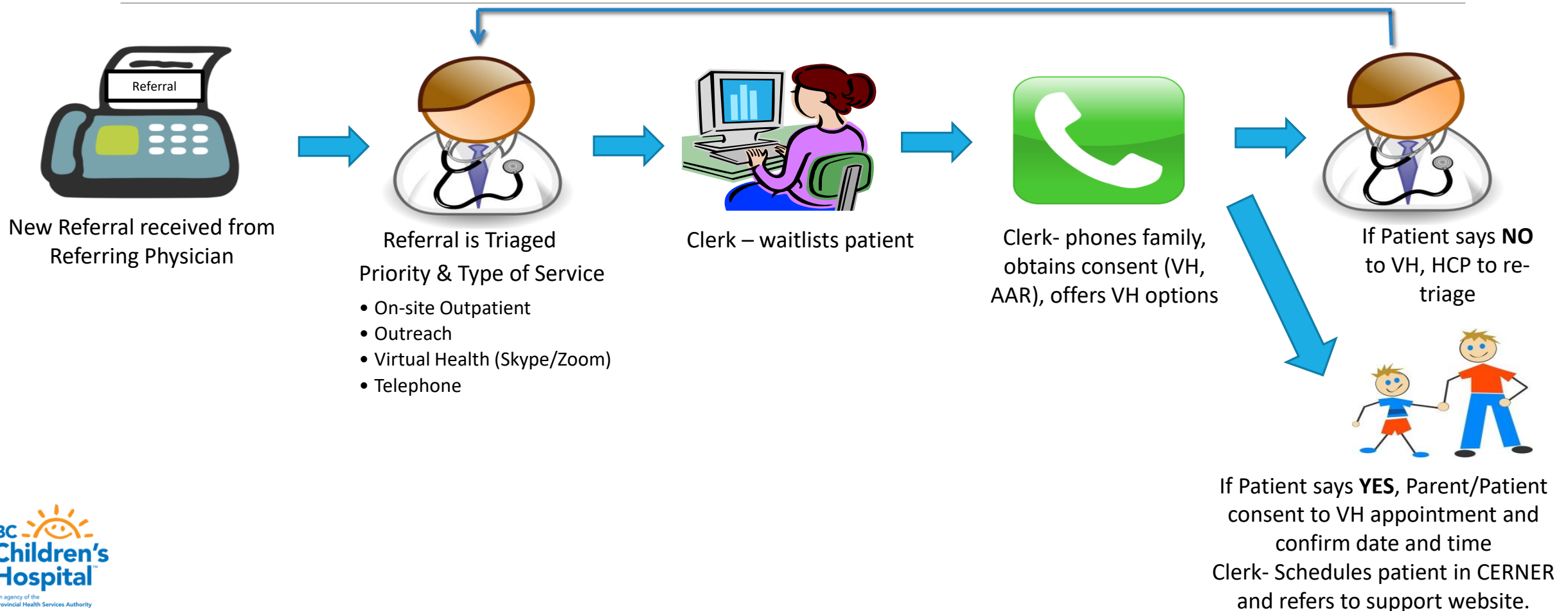
	ZOOM VIDEO/AUDIO VISIT CHAT	SKYPE for BUSINESS VIDEO/AUDIO VISIT CHAT
PROVIDER NEEDS		
Virtual Health Visit 1:1 or 1:many	✓	✓
Document sharing	✓	✓
Messaging	✓	✓
Remote monitoring	✗	✗
DEVICE COMPATIBILITY		
Mobile device (iOS/Android)	✓	✓
Desktop/ Laptop	✓	✓
PRIVACY AND SECURITY		
Privacy review	✓	✓
Security review	✓	✓
Patient consent required	✓	✓

Clinical Requirements for Virtual Health

Before the Virtual Appointment	During the Virtual Appointment	After the Virtual Appointment
1. Set the stage by securing a quiet and private space that allows for confidential conversations.	1. Ensure patient privacy of personal information, communications and consulting space are upheld. No recording.	1. Report any patient safety events as per in-person clinical care guidelines.
2. Ensure good WIFI if not on PHSA wired Network.	2. Introduce yourself and other clinicians in the virtual event.	2. Document on the virtual event as per your clinical requirements.
3. Test your Audio. Use a headset for excellent audio quality. Mute mic when not talking.	3. Confirm identity of the patient, parents/caregiver and others in the room. Do not admit participants that are not relevant to the virtual event.	
4. Take time to make sure your video image is centered, with good lighting and no distractions in the background.	4. Ensure that the patient-provider relationship is respected just as if it was a face to face encounter.	
5. Ensure materials that you need for the visit are ready to share ex. PDF's, Powerchart results.	5. Ensure that patient is in a private space and on private WIFI as established in the Virtual Health Agreement.	

Scheduling a Virtual Health Appointment

HCP- Healthcare Provider
AAR- Automatic Appointment Reminder
VH- Virtual Health



Introducing Virtual Health to Patient & Family

1. Your clinical operational leads have created standardized processes and a toolkit for you to follow.
2. Your clinic/ program will determine if alternate virtual health solutions are necessary.
3. There are scripts and email templates to follow.

Virtual Health Equipment

- There is IMITS approved equipment for virtual health.
- This approved equipment will be delivered to you.
- In the meantime, please use a personal headset with microphone.
- We would suggest using the headset from your smartphone – it has both the earbuds and also a microphone incorporated.
- The headset needs to have a 3.5mm jack plug to use on your desktop/laptop.





Skype



Skype
for Business

Skype for Business: Basic or Standard Account?

- All BC Children's & Women's staff were given a Skype for Business BASIC account when Skype for Business was downloaded on our computers.
- The BASIC account permits the user to join the Skype for Business event.
- Skype for Business STANDARD accounts give the clinician/clerk the ability to book a skype for business event.
- Check with your operations leads on which account you need!
- You know you have a STANDARD account, when you create a virtual health appointment and the PHSA phone number and Unique Conference ID # are generated.



→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Join by phone

[\[PHSA\] 604-675-4199](#) (PHSA)

English (United States)

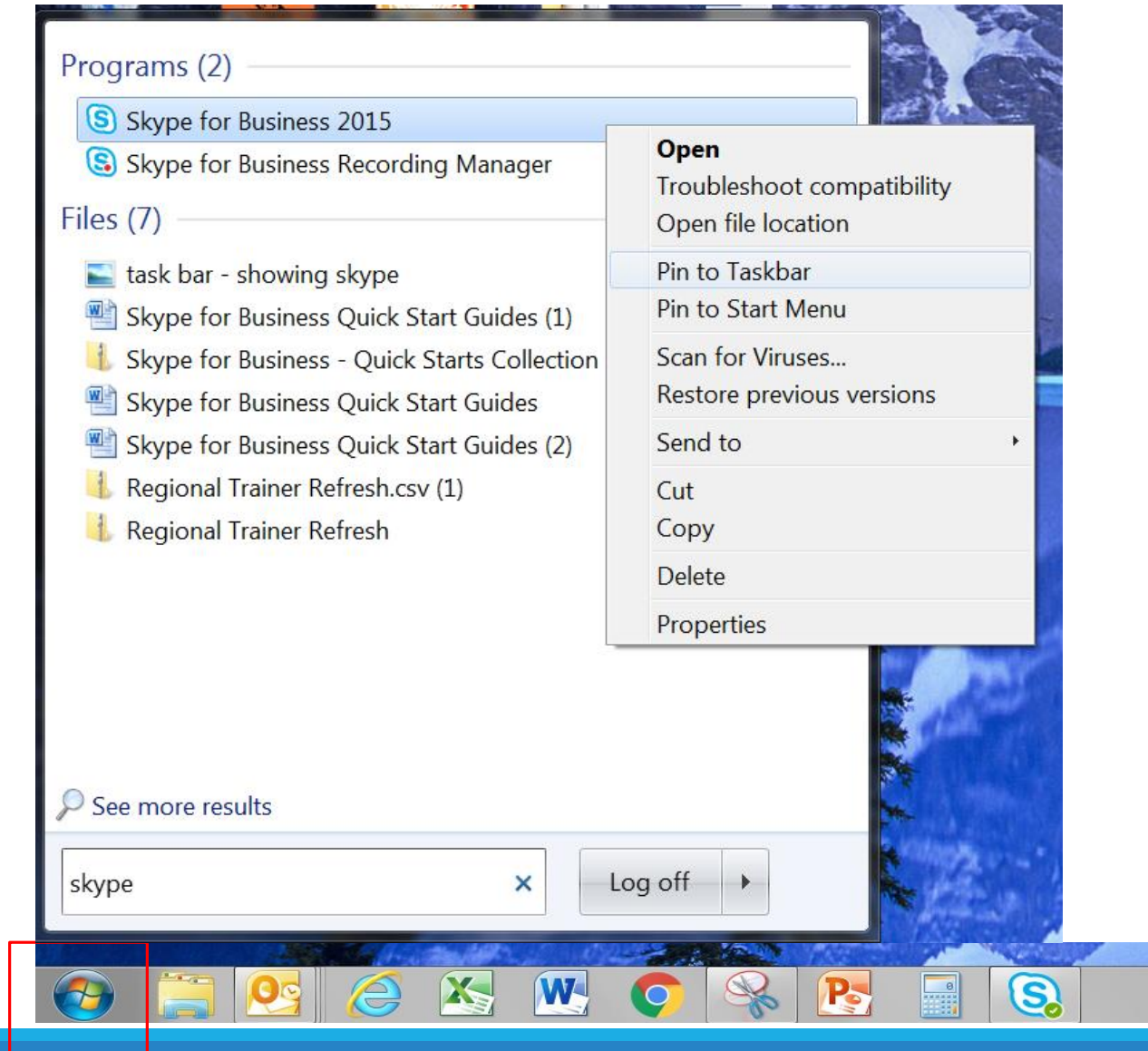
[Find a local number](#)

Conference ID: 3243794

[Forgot your dial-in PIN?](#) | [Help](#)

Pin Skype for Business on your Taskbar

1. Click on Microsoft Windows icon
2. Search for Skype for Business 2015 in the program search bar
3. Right Click on Skype for Business 2015. Select Pin to Taskbar.



Schedule a meeting – for clerks or as designated by operations

1. Go to Outlook Calendar and click on **New Skype Meeting** Icon
2. Skype Meeting link will be added in to invite.
3. Complete the appointment date/time.
4. Insert patient and clinician email (Hide if requested)
5. Fill out Subject line: Example: *Virtual Health Visit Dr. Z with MM (Patient Initials)*

The screenshot shows the Outlook 'New Skype Meeting' dialog box. The title bar reads 'Virtual Health Visit Dr. Z with MM - Meeting'. The ribbon at the top includes 'File', 'Meeting', 'Insert', 'Format Text', and 'Review'. The 'Meeting' tab is active, showing options like 'Appointment', 'Scheduling Assistant', 'Join Skype Meeting', 'Meeting Options', 'Cancel Invitation', 'Address Book', 'Check Names', and 'Response Options'. Below the ribbon, a message states 'Invitations have not been sent for this meeting.' The 'To...' field is empty. The 'Subject' field contains 'Virtual Health Visit Dr. Z with MM'. The 'Location' is set to 'Skype Meeting'. The 'Start time' is 'Wed 3/25/2020 12:00 PM' and the 'End time' is 'Wed 3/25/2020 12:30 PM'. There is an 'All day event' checkbox. Below the time fields is a horizontal timeline. The bottom section of the dialog contains a blue link 'Join Skype Meeting', a link 'Trouble Joining? Try Skype Web App', and a section for 'Join by phone' with a phone number '[PHSA] 604-675-4199 (PHSA)', a language selection 'English (United States)', a link 'Find a local number', and a 'Conference ID: 521461' with links 'Forgot your dial-in PIN?' and 'Help'. The bottom status bar indicates 'In Shared Folder: Calendar'.

Hiding Clinician Email Address – for clerks or as designated by operations

1. From the email invite click **To...**
2. Go to **Global Directory** and Click on their name
3. Click on **Resources**
4. Answer **No**

The screenshot shows the Microsoft Outlook interface. At the top, an email invite is open with the subject "Virtual Health Visit MM" and location "Skype Meeting". The "To..." button is highlighted with a red circle labeled "1". Below this, the "Select Attendees and Resources: Global Address List" window is open. The search results show a list of contacts, with "Connolly, Mary" selected. A red circle labeled "2" is next to the "Resources" column. Below the address list, a "Resources" section is visible, showing "Connolly, Mary" as a resource. A red circle labeled "3" is next to the "Resources" button. At the bottom, a "Do you want to update the current location 'Skype Meeting' with the new location 'Simms, Lorna [CWBC]'?" dialog box is open, with "Yes" and "No" buttons. The "No" button is highlighted with a red circle labeled "4".

Microsoft Outlook

Do you want to update the current location 'Skype Meeting' with the new location 'Simms, Lorna [CWBC]'?

Yes No

Select Attendees and Resources: Global Address List

Search: ☐ Name only ☐ More columns Address Book

connolly, mary Go Global Address List - Joelle.Pellegrin@phsa.c Advanced Find

Name	Title	Business Phone	Location	Department	Email
Connolly, Mary		2121		Neurology	
Connolly, Mary (Dr)	Physician - Clinical Dire...		EMP	Physician Services	Mary.C
Connolly, Mia	BCNU - DC1 NURSE UPP			RIH GENERAL MEDICAL...	Mia.Co
Connolly, Michael	BCGEU - SUPPORT WO...	1-250-554-5590		SHL REHAB SERVICES	Michae
				SurgServ	S13107
			St Paul's Hospital	Surgical Nursing Unit	mconn
			VGH	ULTRASOUND	Sarah.
			ATIEN... 604-930-5401 x76...	OPTIMIZATION & EFPE...	taylor.c
			ment ...	Occupational Health an...	Brian.C
			0		chamm
			5227		
			E, DIS... +16045855944;ex...	Surrey Memorial ...	Barbar
				HR, DISABILITY MGMT...	Diane.C
Connor, Julie	Administrative Assistant		VGH	Rehab Medicine	Julie.Cc
Connor, Kathleen	Employee		LMH	LMH Dietary	Kathlee
Connor, Kathryn					Kathryn
Connor, Kelly	Student		NRGH		Kelly.Cc
Connor, Kristina	Student				Kristina
Connor, Kristina	HSA - MEDICAL RADIO...			KGH DI - RADIOLOGY	Kristina
Connor, Kristina	Screening Centre Tech			SMRBC	Kristina

Required -> msmommy@gmail.com

Optional ->

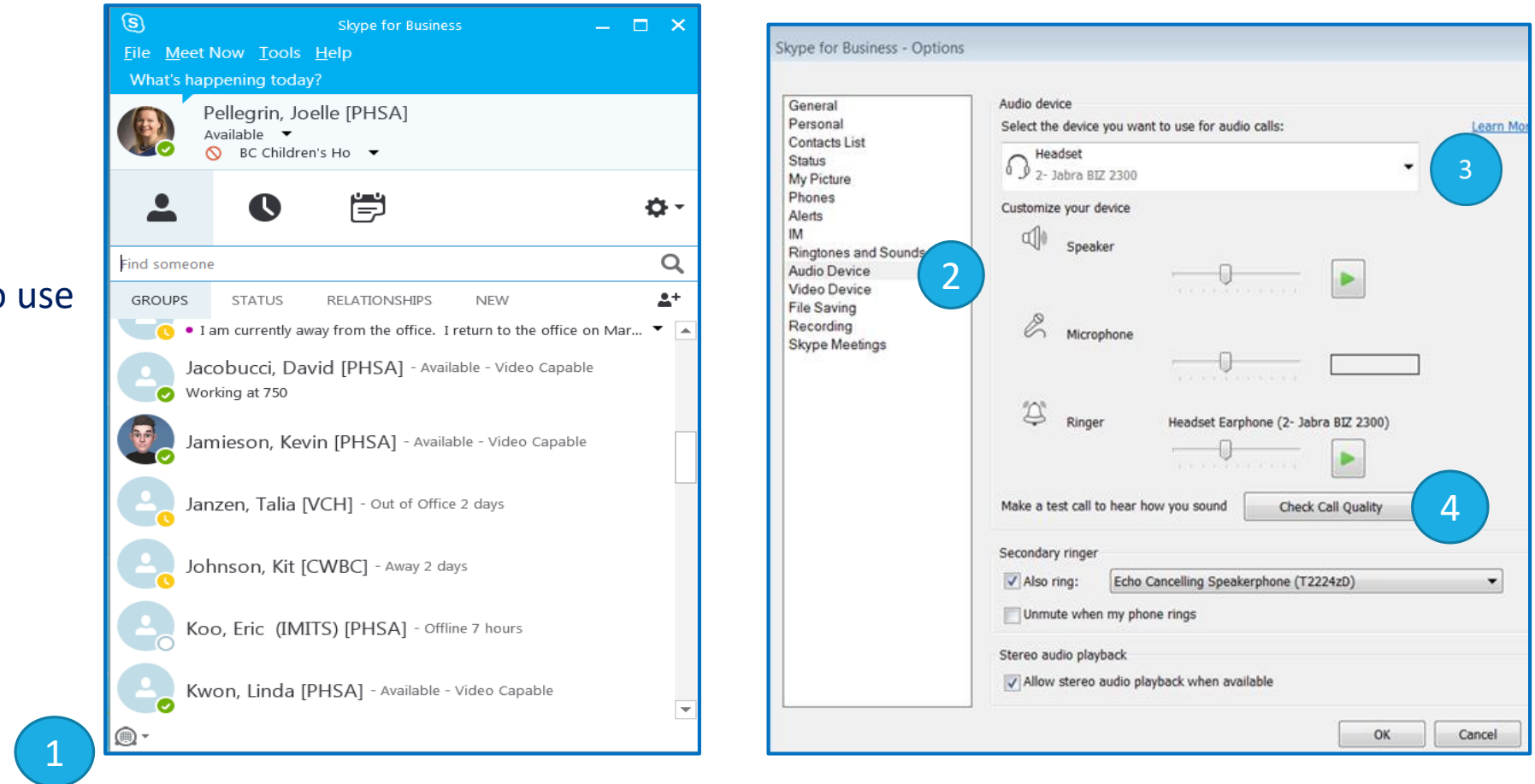
Resources -> Connolly, Mary

OK

Setting Up and Testing Audio

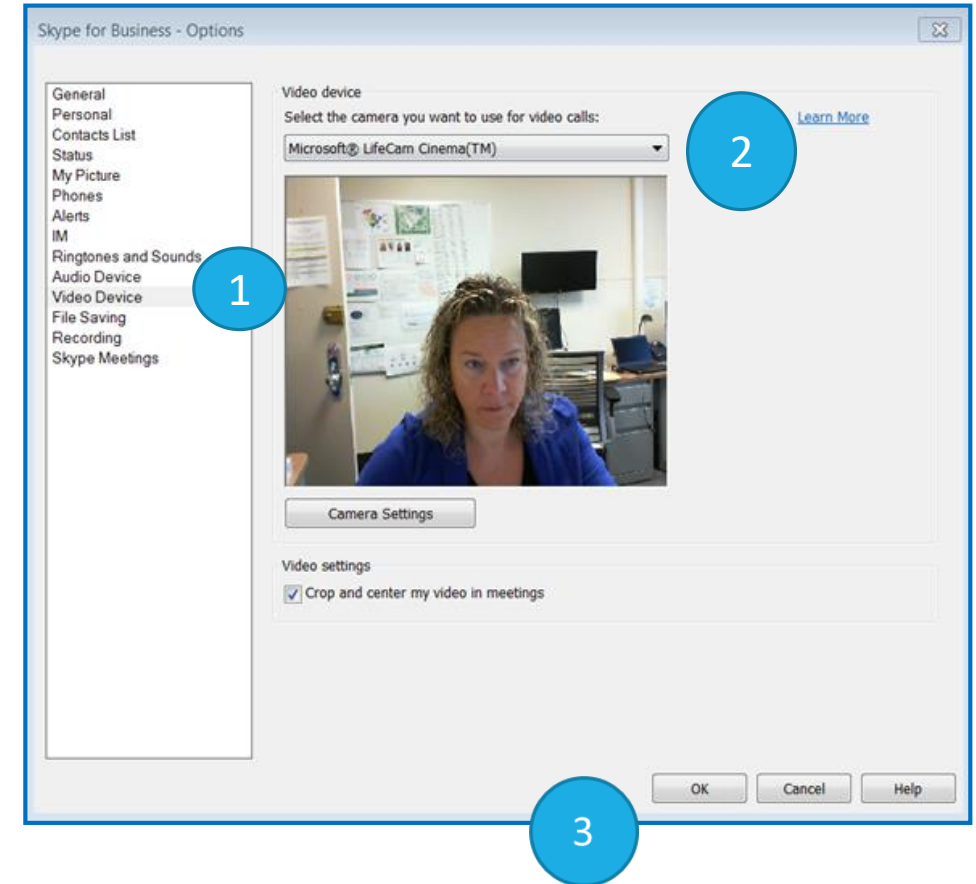
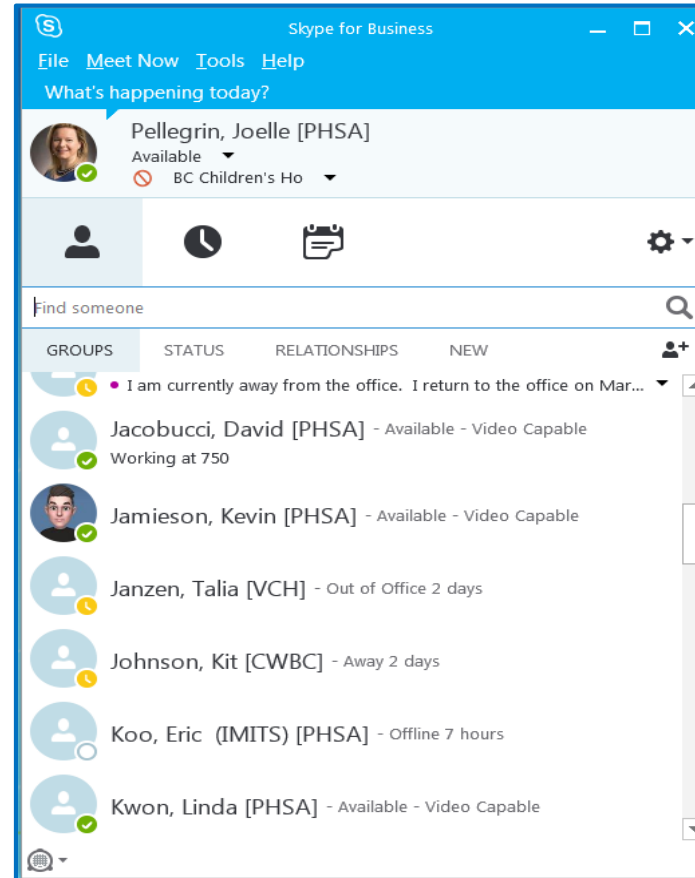
This setup needs to be tested in advance of meeting:

1. Click **Select Primary**
Device icon
2. Select **Audio Device**
setting
3. Select the device you want to use
4. Check **Call Quality**



Setting Up and Testing Video

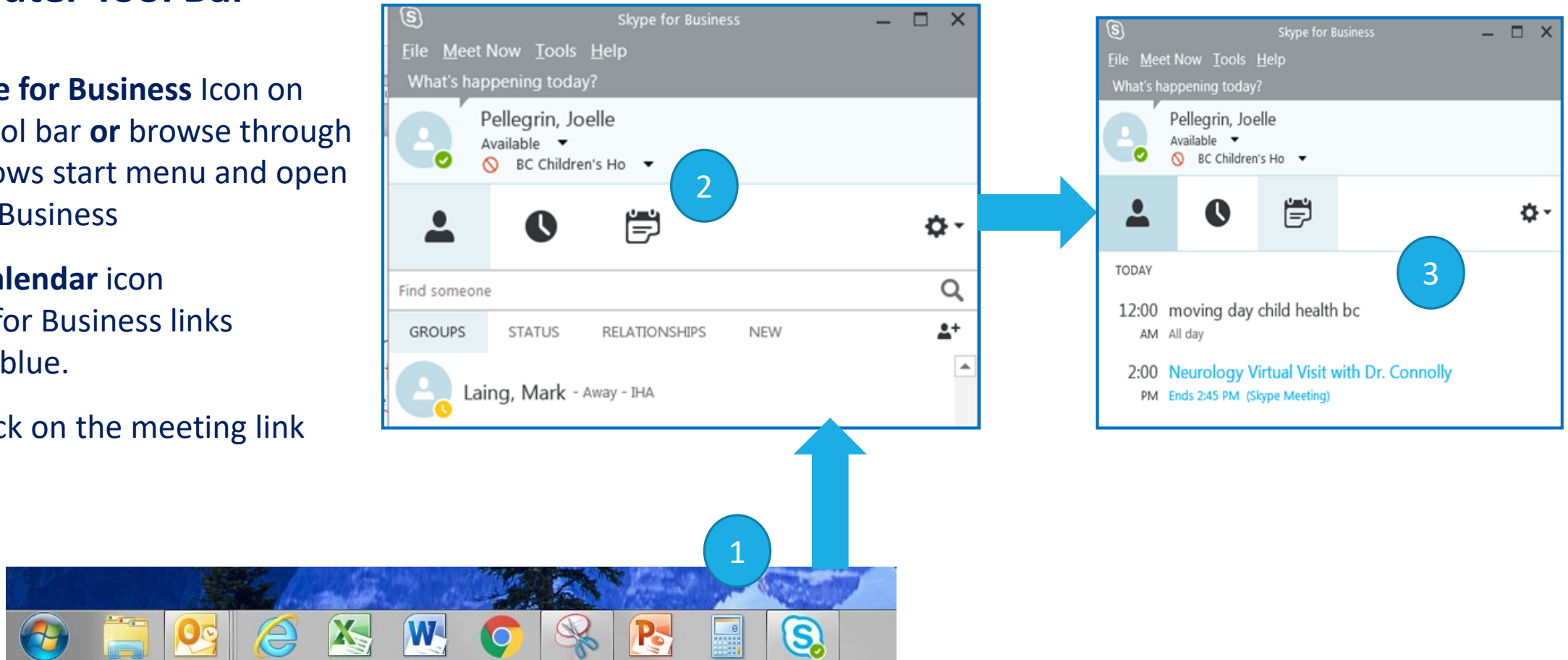
1. Select **Video Input setting**
2. Select device
3. Click **OK**



Starting a Virtual Meeting

Via Computer Tool Bar

1. Click **Skype for Business** Icon on bottom tool bar **or** browse through the Windows start menu and open Skype for Business
2. Click on **Calendar** icon
All Skype for Business links appear in blue.
3. Double click on the meeting link



Starting a Virtual Meeting

Via Outlook Calendar

1. Click on **Meeting Invite**
2. Click on **Join Skype Meeting**

◀ ▶ March 26, 2020	
	26
8 am	Virtual Core Team Meeting GoTo Meeting Prabhakar, Rajika [CWBC]
9 ⁰⁰	
10 ⁰⁰	Virtual Health Visit Dr. Z with MM; Skype Meeting; Simms, Lorna [CWBC]
11 ⁰⁰	
12 ^{pm}	
1 ⁰⁰	



→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Join by phone

[\[PHSA\] 604-675-4199](#) (PHSA)

English (United States)

[Find a local number](#)

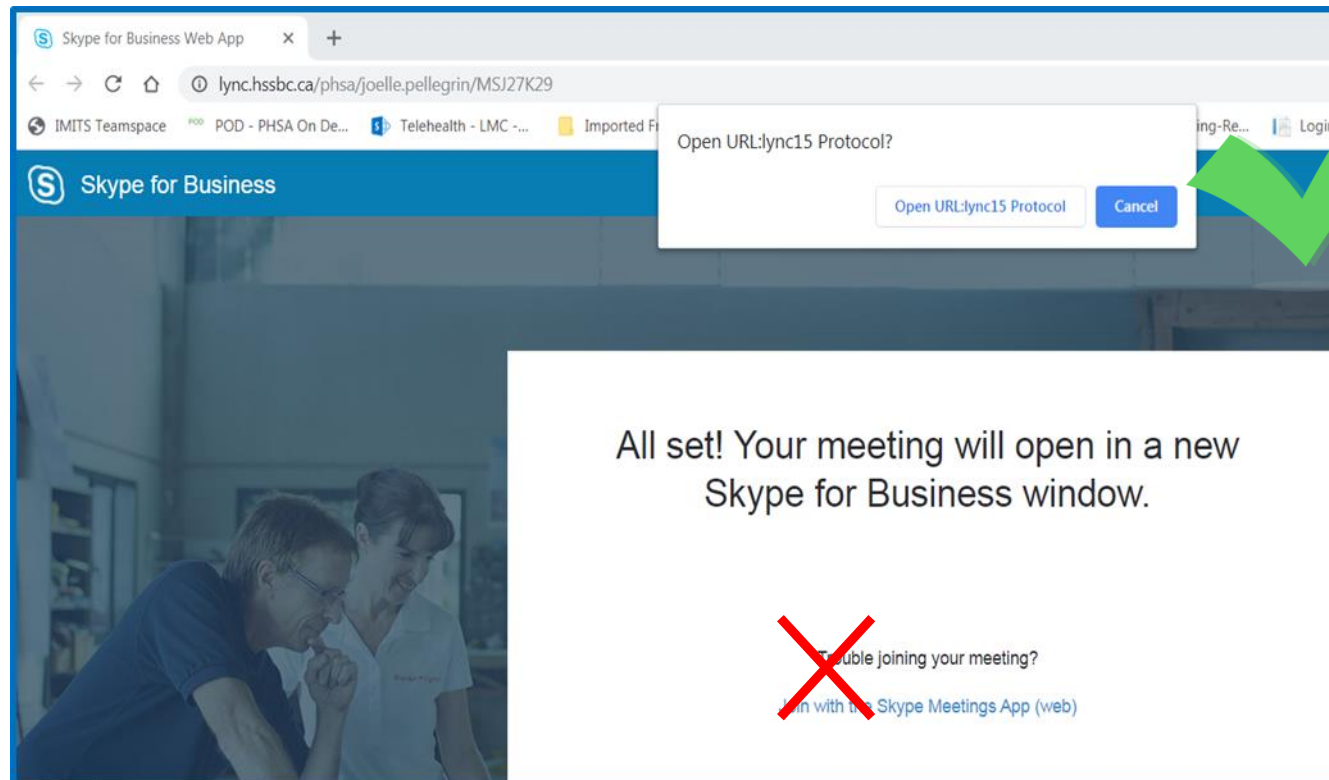
Conference ID: 56378027

[Forgot your dial-in PIN?](#) | [Help](#)

Opening Meeting

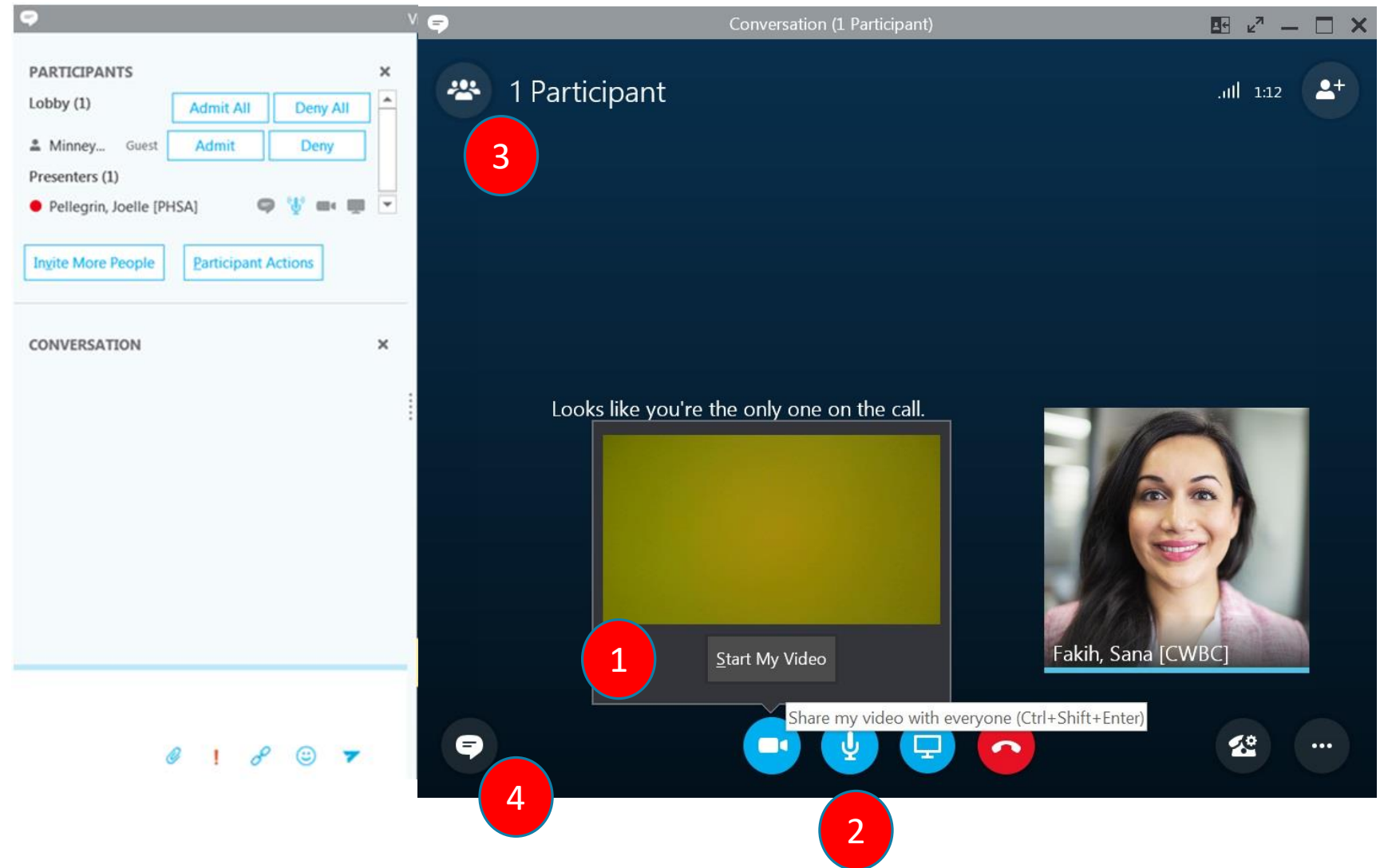
Skype for Business will open new browser page

- Click on **Open URL Lync Protocol**
- Do **not** click on Join with the Skype Meetings App



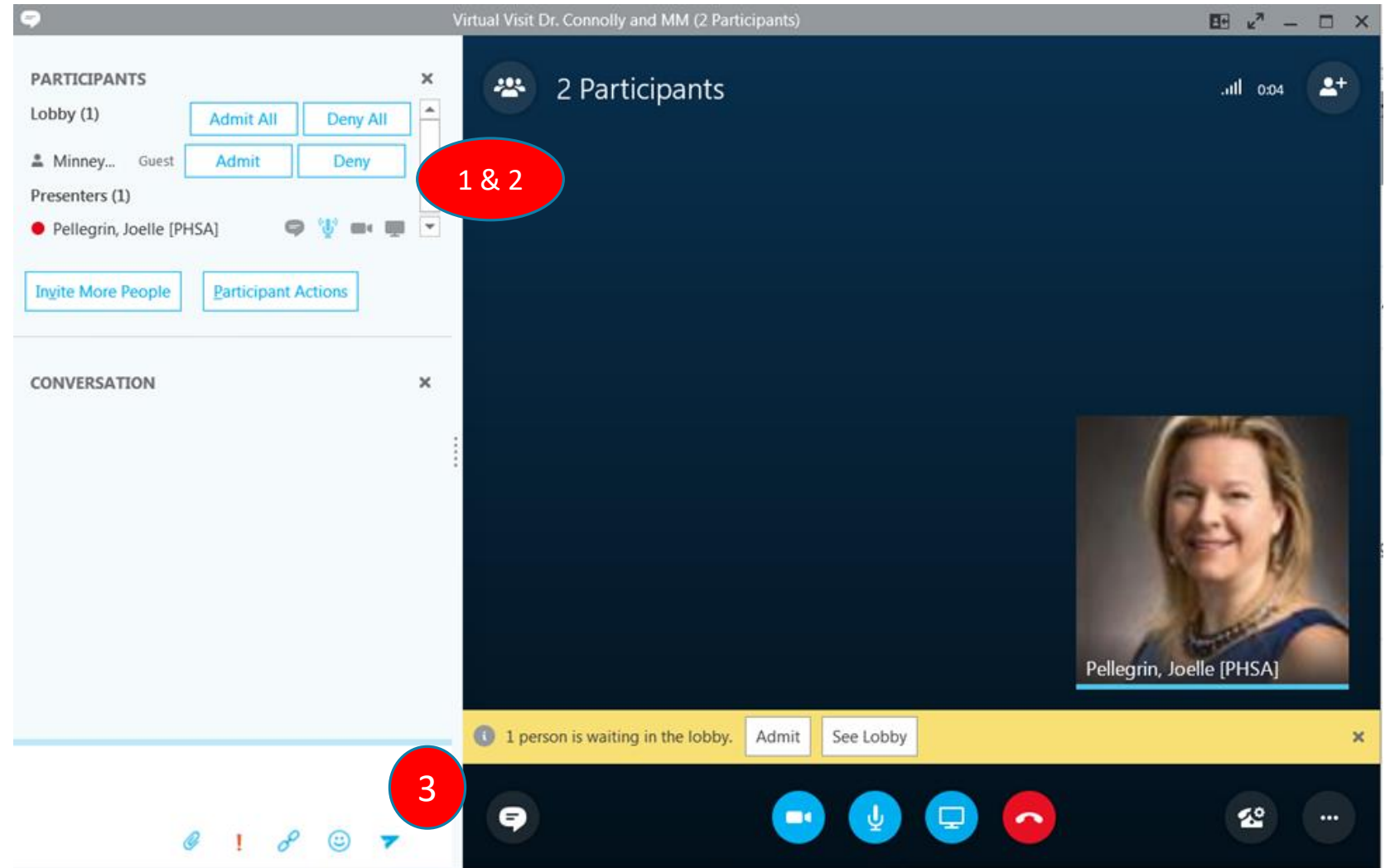
Conducting a Meeting

1. Click on video icon and click **START MY VIDEO**
2. Unmute mic
3. Clicking on Participant Icon will open the Participants/Chat Window
4. Clicking on Instant Messaging/Chat icon will also open this window



Conducting a Meeting: Admitting Patient

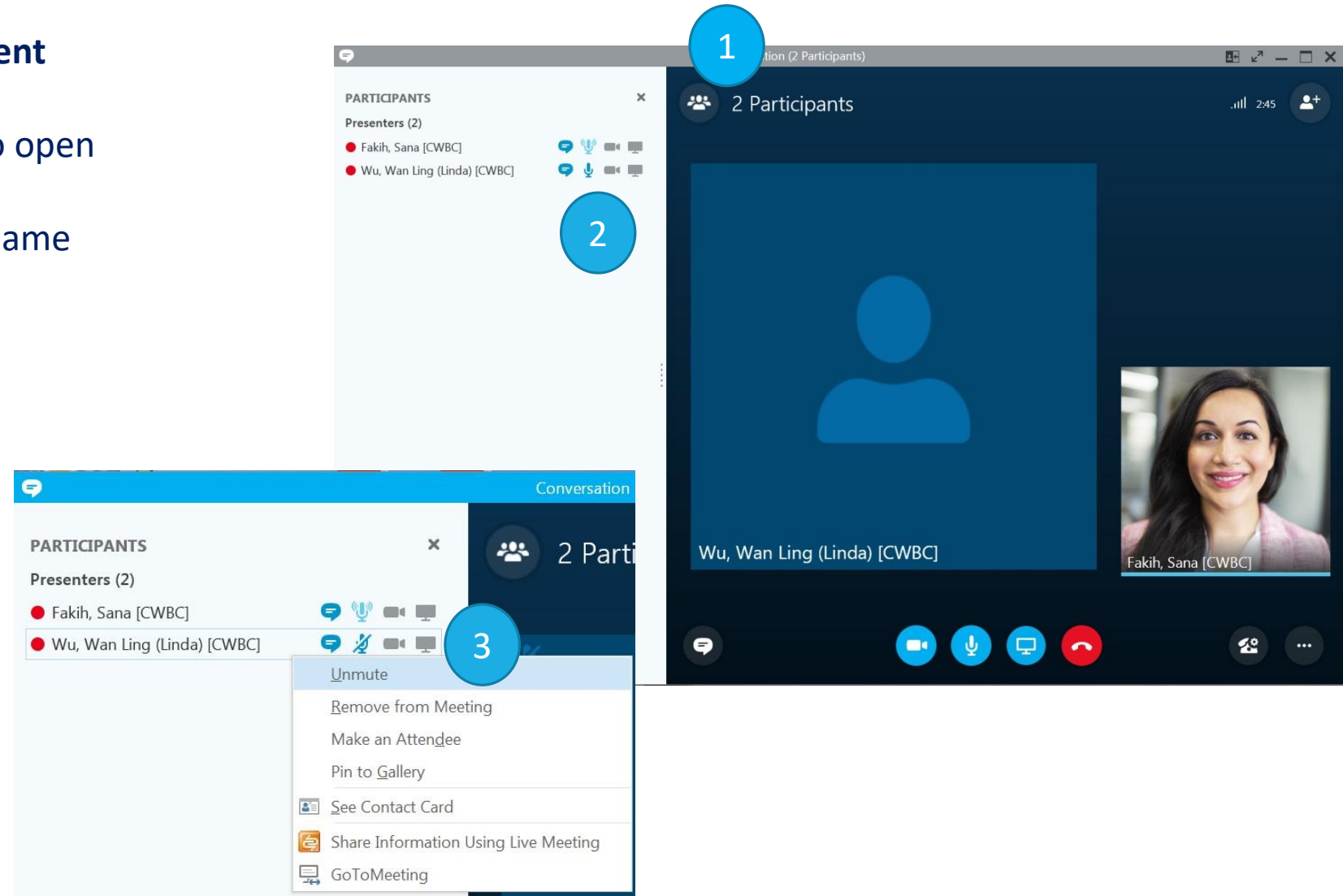
1. Click on **ADMIT** to an external guest.
2. The patient will be listed in the left hand column under participants.
3. Use the Instant Messaging chat box to communicate with patient if needed.



Troubleshooting Audio: You Cannot Hear Patient

Audio: If You Cannot Hear Patient

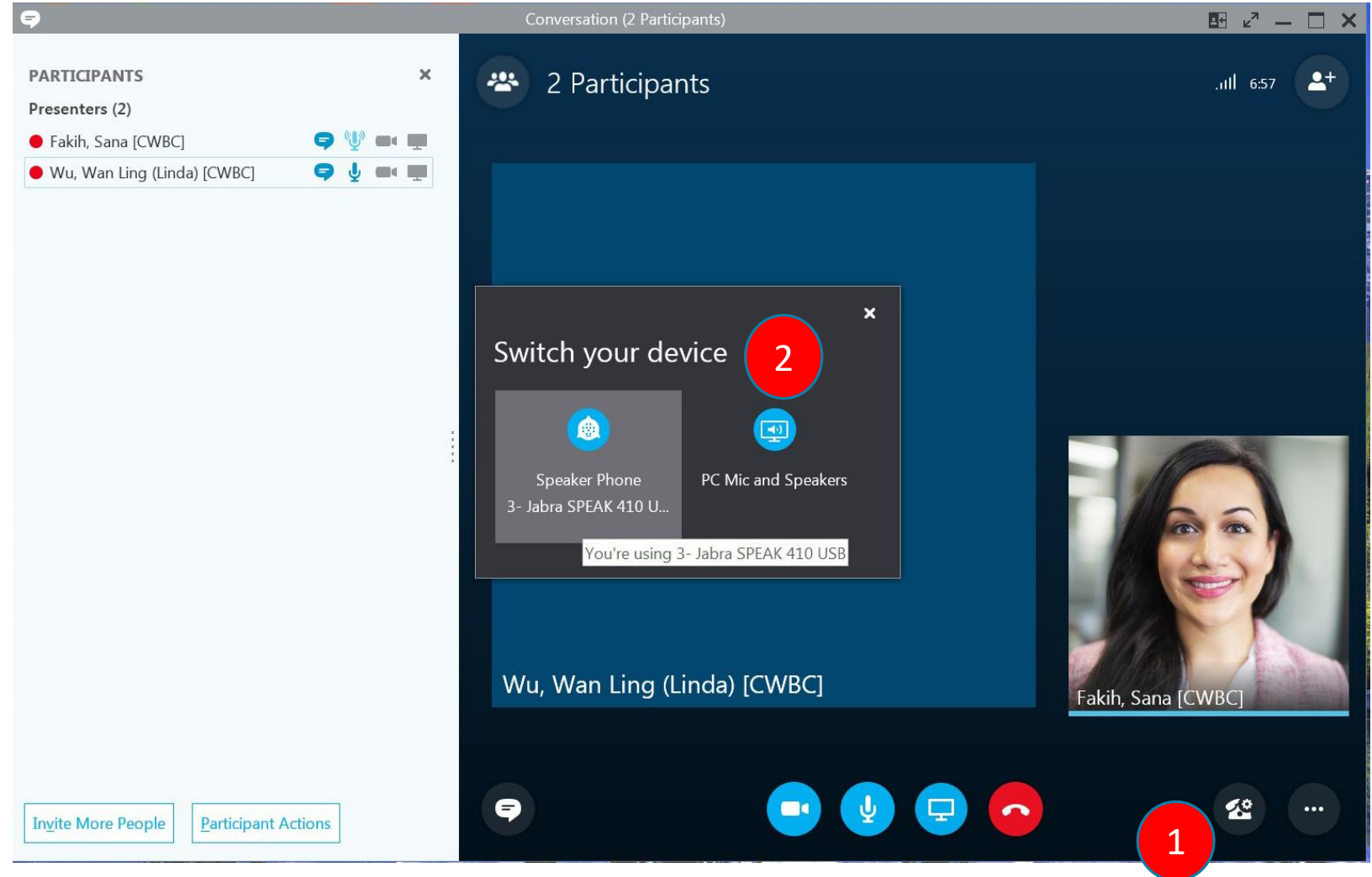
1. Click on **Participants Icon** to open the participant window
2. RIGHT click on the patient name
3. Click **Unmute**



Troubleshooting Audio: Patient Cannot Hear You

Audio: If the Patient Cannot Hear You

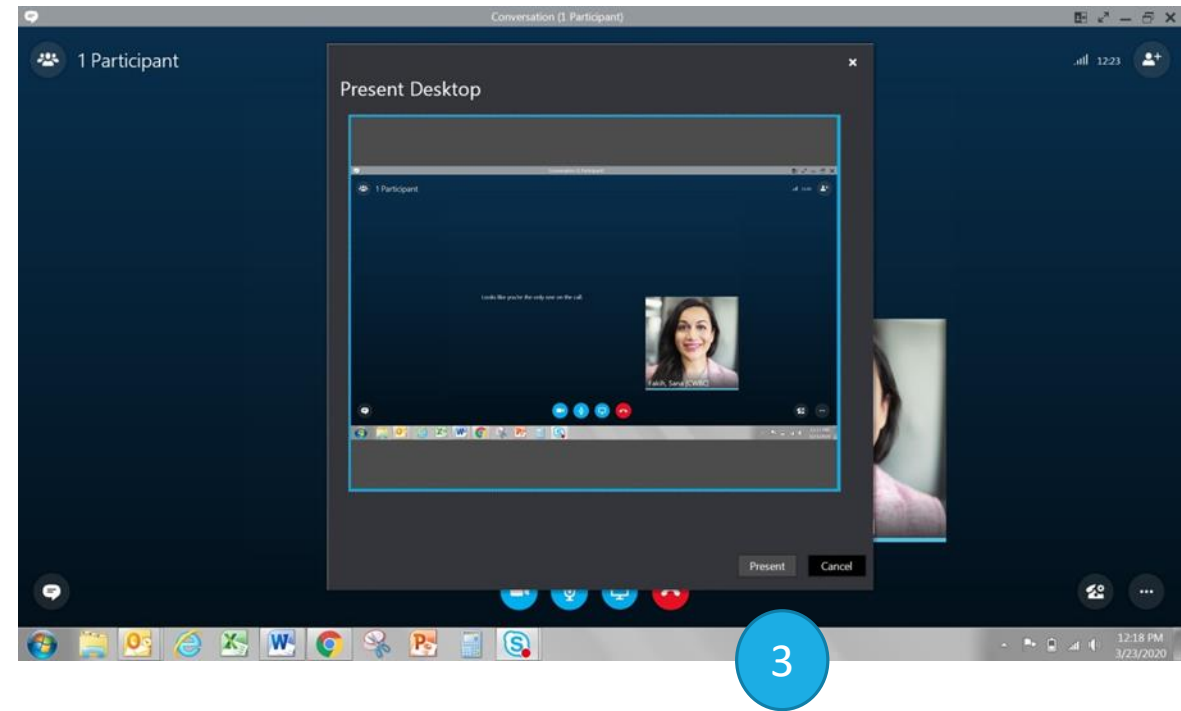
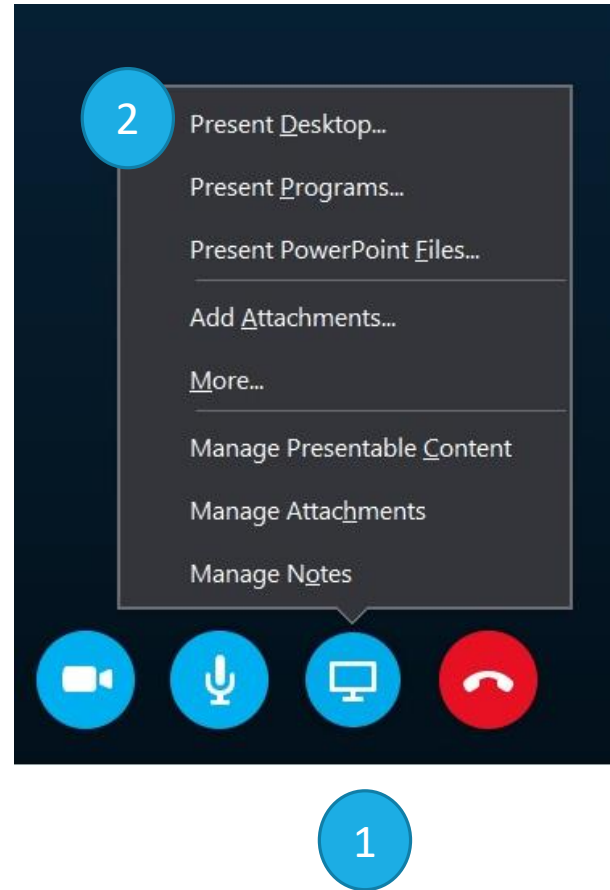
1. If the patient cannot hear you, click **Telephone cog wheel icon**
2. Click on correct device.



Presenting Desktop

Close any windows or files that you don't want to share!

1. Click on Computer Icon
2. Click Present Desktop
3. Click on Present
4. Click Stop Presenting on the top banner of your screen once finished

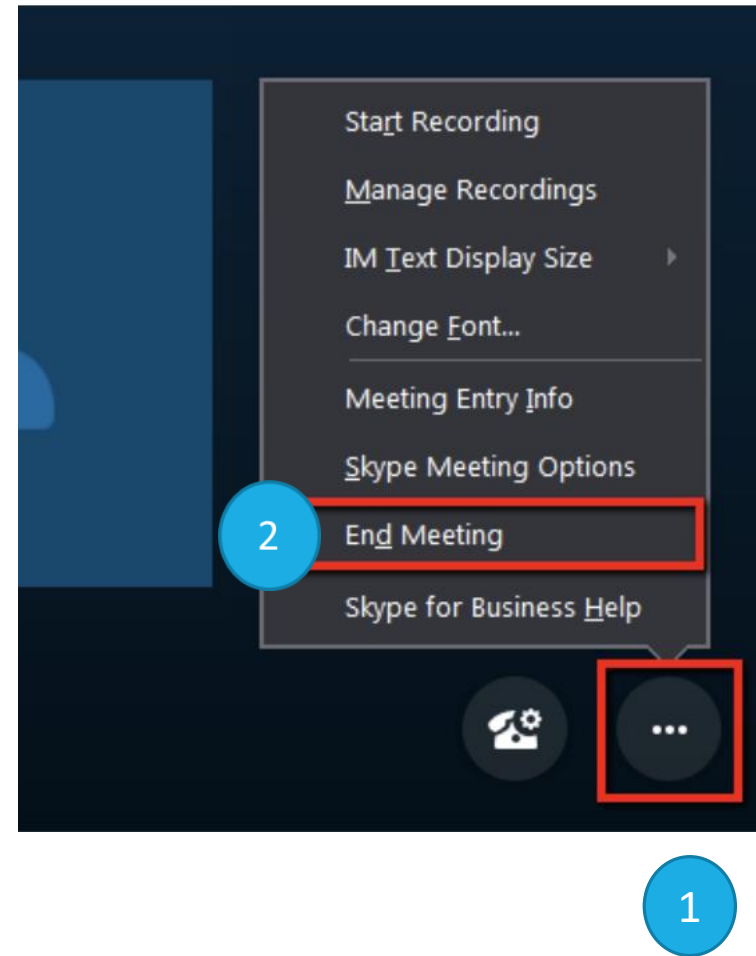


End Meeting

To remove everyone from the meeting:

1. Click the **Ellipses icon**
2. Click **End Meeting**.
3. Click **OK** on the prompt to continue.

This closes the window and disconnects everyone from the meeting, including those participants who called in.





Quick training guide for Zoom

Adopted from Office of Virtual Health Zoom Training Documents

Notes before we begin

C&W staff who have requested Zoom accounts have access to:

- Zoom web browser (www.zoom.us) to schedule virtual health webinars.
- Zoom Desktop app to Join your Zoom virtual health webinars from your PHSA PC or Laptop wired into the PHSA network.
- Zoom mobile app (you need to download it on your mobile device) to Join your Zoom Virtual Health Webinars.

Zoom web browser for scheduling

Zoom – Clinicians Set Up Clerk Scheduling privileges

****IMPORTANT!! You must use the web browser of ZOOM for scheduling****

To set up clerk scheduling privileges

Note: Multiple clerks can be assigned to schedule on a provider's behalf

1. Go to www.zoom.us and sign in to your Zoom account by **entering your user name** and password
- Click **Settings** and scroll down to **Other**
2. Under **Scheduling Privilege**, click + sign next to **Assign scheduling privilege to**.
3. Enter one or more email addresses in the window, separated with a comma.
4. Click **Assign**.

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to

+

No one

Assign scheduling privilege

example: sales.ea@company.com,marketing.ea@company.com

Enter the email addresses of those who can schedule meetings on your behalf. Use a comma to separate multiple email addresses.

4

Assign

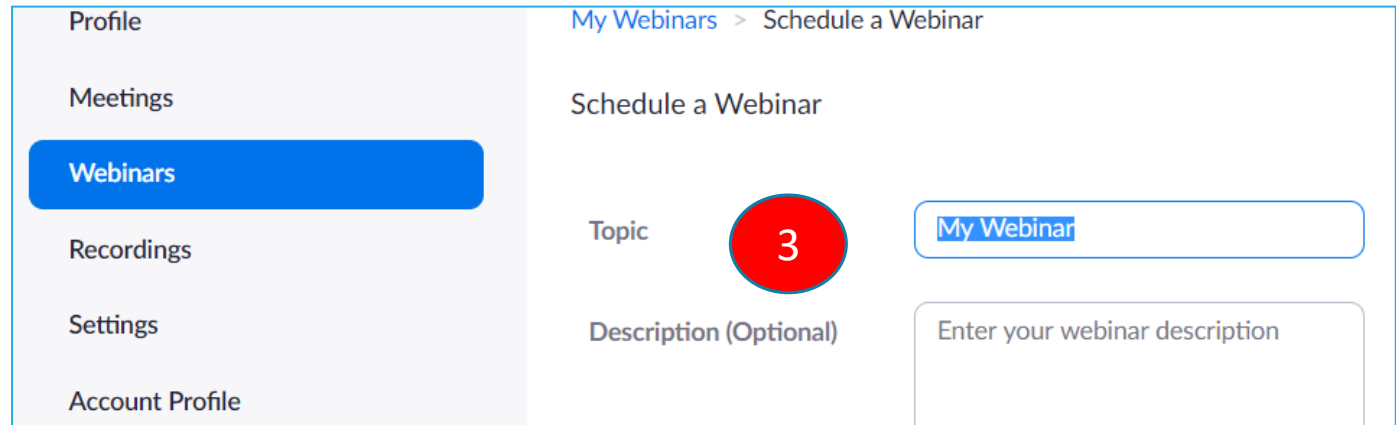
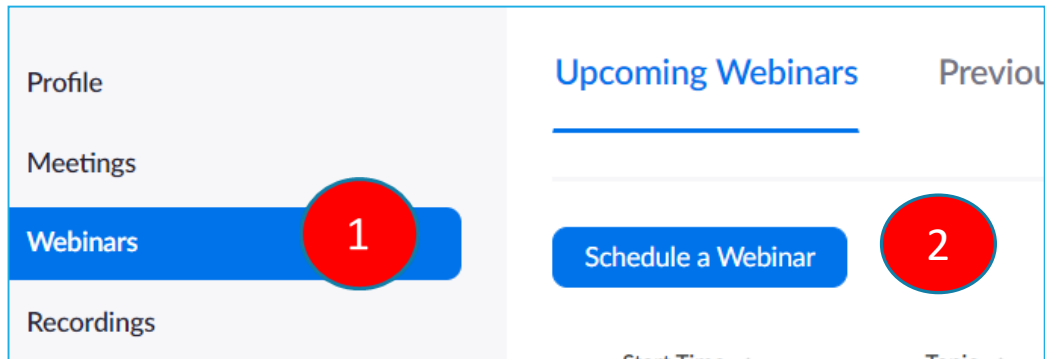
Cancel

3

Zoom - Booking Virtual Health Visits

Go to www.zoom.us and sign in to your Zoom account by **entering your user name** and password

1. Click on the **Webinars tab** (not meetings)
2. Click on **Schedule a Webinar**.
3. Complete the webinar details (use department templates for messaging).



Zoom - Booking Virtual Health Visit for provider

3b. Under **Schedule For** choose the provider you want to schedule from the dropdown menu.

Note: If you do not see the provider in the list, they have not given you access to book on their behalf.

4. Type in any **alternative hosts** (e.g. other clinicians, team members, etc.)

3b

4

The screenshot shows the Zoom booking interface. At the top, there are links for "& PRICING" and "CONTACT SALES". Below these, there are sections for "Webinar Password" (with a checkbox for "Require webinar password"), "Schedule For" (with a dropdown menu showing "Myself" selected and a list of other providers: "Sana Fakhri (sana.fakhri@cw.bc.ca)" and "Theresa McElroy (Theresa.McElroy@cw.bc.ca)"), "Video" (with a checkbox for "Require video"), "Audio" (with radio buttons for "Telephone", "Computer Audio", and "Both", and a link for "Dial from Canada"), "Webinar Options" (with checkboxes for "Q&A", "Enable Practice Session", and "Only authenticated users can join"), and "Alternative Hosts" (with a text input field containing the example "mary@company.com, peter@school.edu"). At the bottom, there are "Schedule" and "Cancel" buttons. The footer of the page includes links for "About", "Download", "Sales", "Support", and "Language", along with a "Zoom Client" status bar showing "Microsoft Edge" and "1 000 700 0114".

Zoom - Invite the patient to the virtual visit

1. Now that webinar is scheduled, scroll down to invitations > click **Invite PANELISTS** > click **Edit**
NOTE :Inviting as **panelist allows patients to have video and audio access (vs. attendees)*
2. Enter patient's name and email address (verify each address).
3. Click **Save**. The patient will be sent an invitation via email

The screenshot displays the Zoom web interface. At the top, a navigation bar includes 'Invitations', 'Email Settings', 'Branding', 'Polls', 'Q&A', and 'Integration'. The 'Invitations' tab is active, showing 'Invite Panelists' and 'No panelists invited'. A red circle with the number '1' highlights the 'Edit' button in the top right corner. A modal window titled 'Panelists' is open, with a red circle and the number '2' highlighting the input fields. The modal contains the text 'Invite a person or a Zoom room as a webinar panelist' and two input fields: 'Name' (containing 'Patients name') and 'Email/Zoom Rooms' (containing 'patient@gmail.com'). A 'Delete' button is next to the email field. Below the input fields is a link 'Add Another Panelist'. At the bottom of the modal, there is a checkbox labeled 'Send invitation to all newly added panelists immediately' which is checked. A red circle with the number '3' highlights the 'Save' button at the bottom right of the modal, next to a 'Cancel' button.

Invitations Email Settings Branding Polls Q&A Integration

Invite Panelists No panelists invited

Edit

Panelists

Invite a person or a Zoom room as a webinar panelist

Name Email/Zoom Rooms

Patients name patient@gmail.com Delete

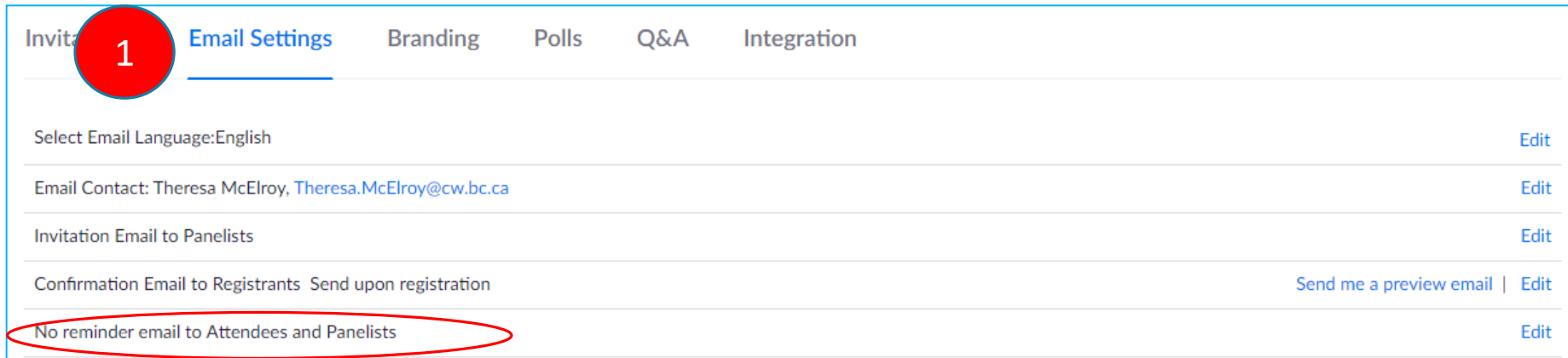
Add Another Panelist

☒ Send invitation to all newly added panelists immediately

Save Cancel

Zoom – Set up automatic reminders for patients

1. Now that the webinar is scheduled, Click **Email Settings**
2. Click **Edit** next to the **No reminder email to the Attendees and Panelists** to adjust the settings.
3. Select the reminder options and click save.



Invitations **Email Settings** Branding Polls Q&A Integration

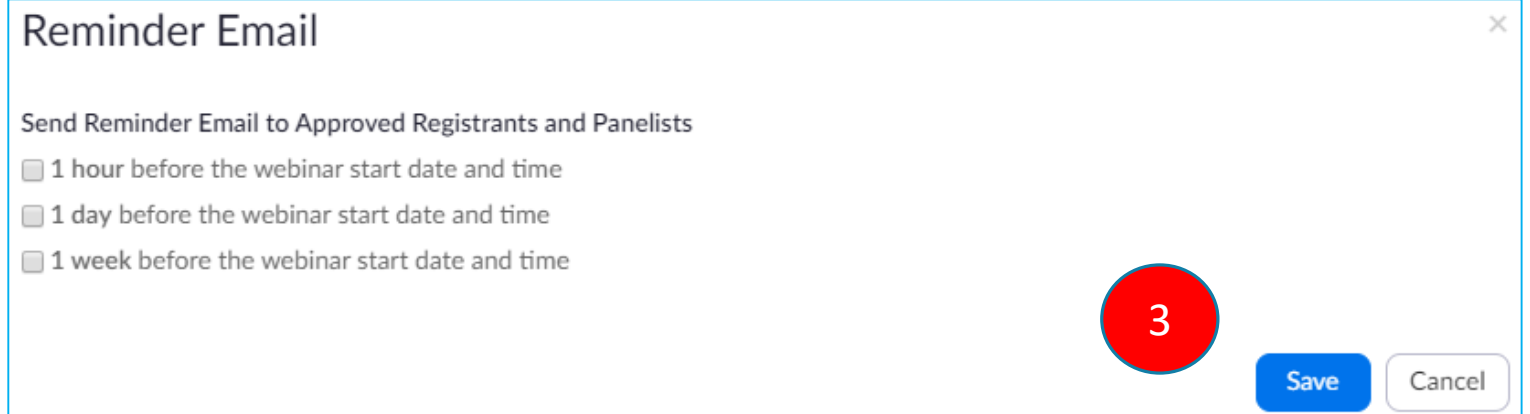
Select Email Language: English [Edit](#)

Email Contact: Theresa McElroy, Theresa.McElroy@cw.bc.ca [Edit](#)

Invitation Email to Panelists [Edit](#)

Confirmation Email to Registrants Send upon registration [Send me a preview email](#) | [Edit](#)

No reminder email to Attendees and Panelists [Edit](#)



Reminder Email

Send Reminder Email to Approved Registrants and Panelists

☐ 1 hour before the webinar start date and time

☐ 1 day before the webinar start date and time

☐ 1 week before the webinar start date and time

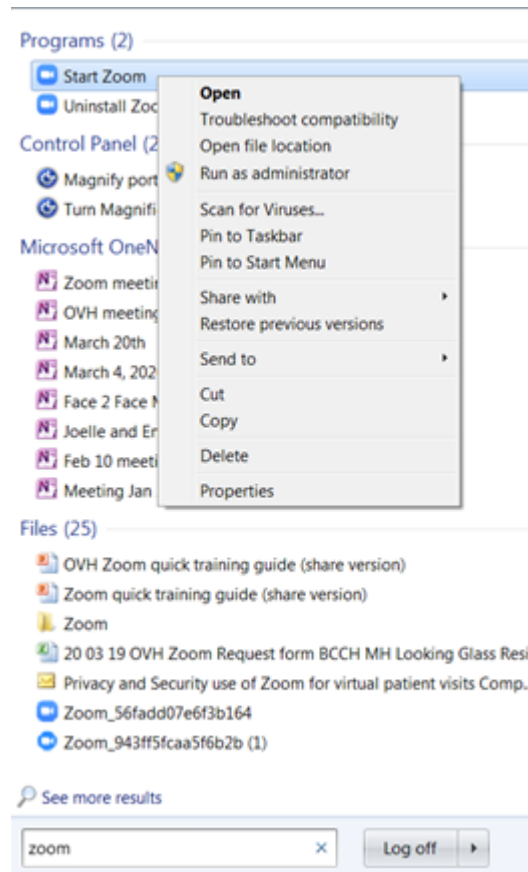
[Save](#) [Cancel](#)

Conduct the virtual care visit on the Zoom Desktop



Pin Zoom on your taskbar

1. Click on Microsoft Windows icon
2. Search for Zoom in the program search bar
3. Right Click on Zoom. Select Pin to taskbar.

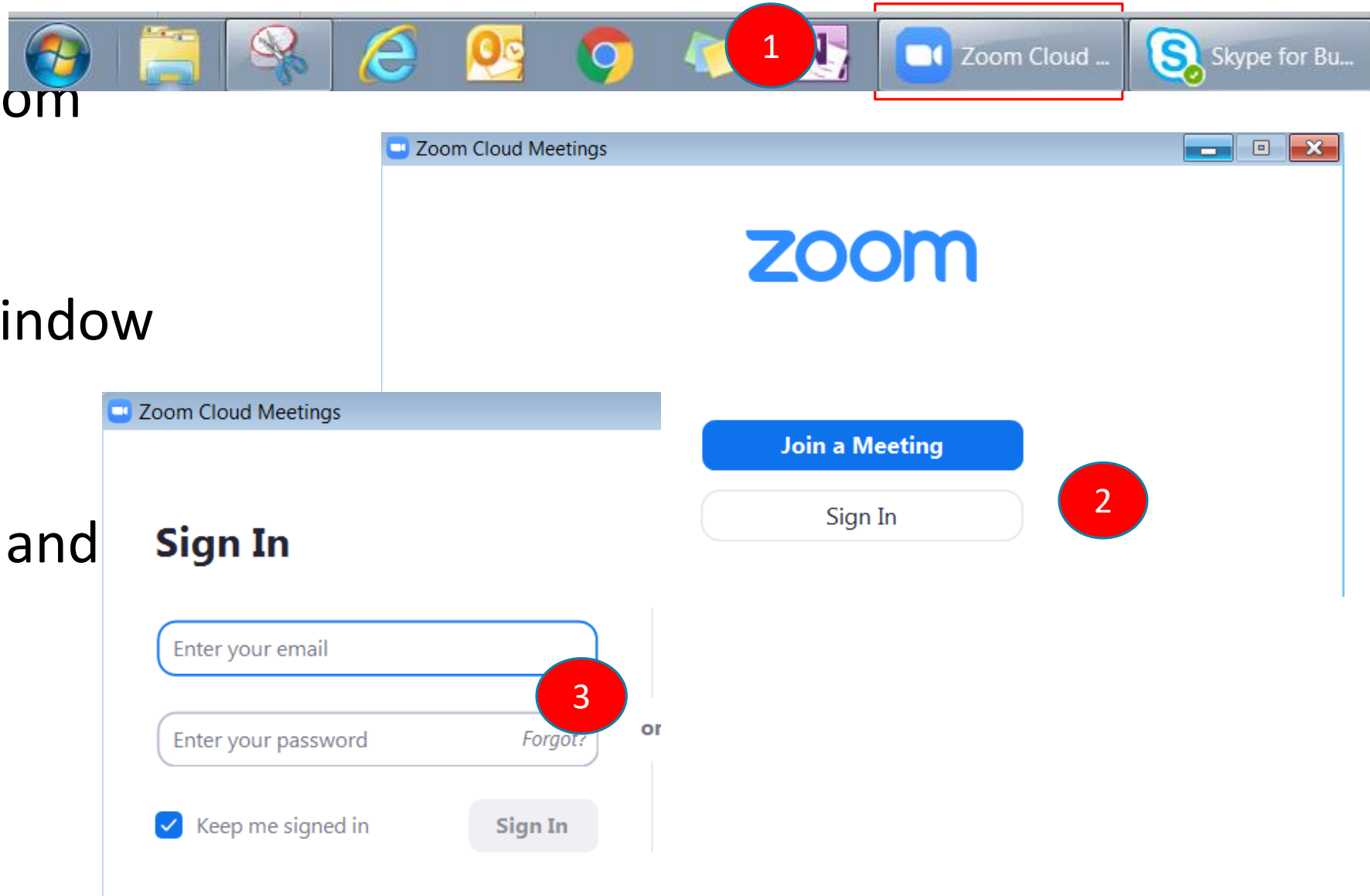


Open Zoom Desktop

1. Double click on Zoom icon from Taskbar

2. Zoom Meetings window opens. Click Sign in.

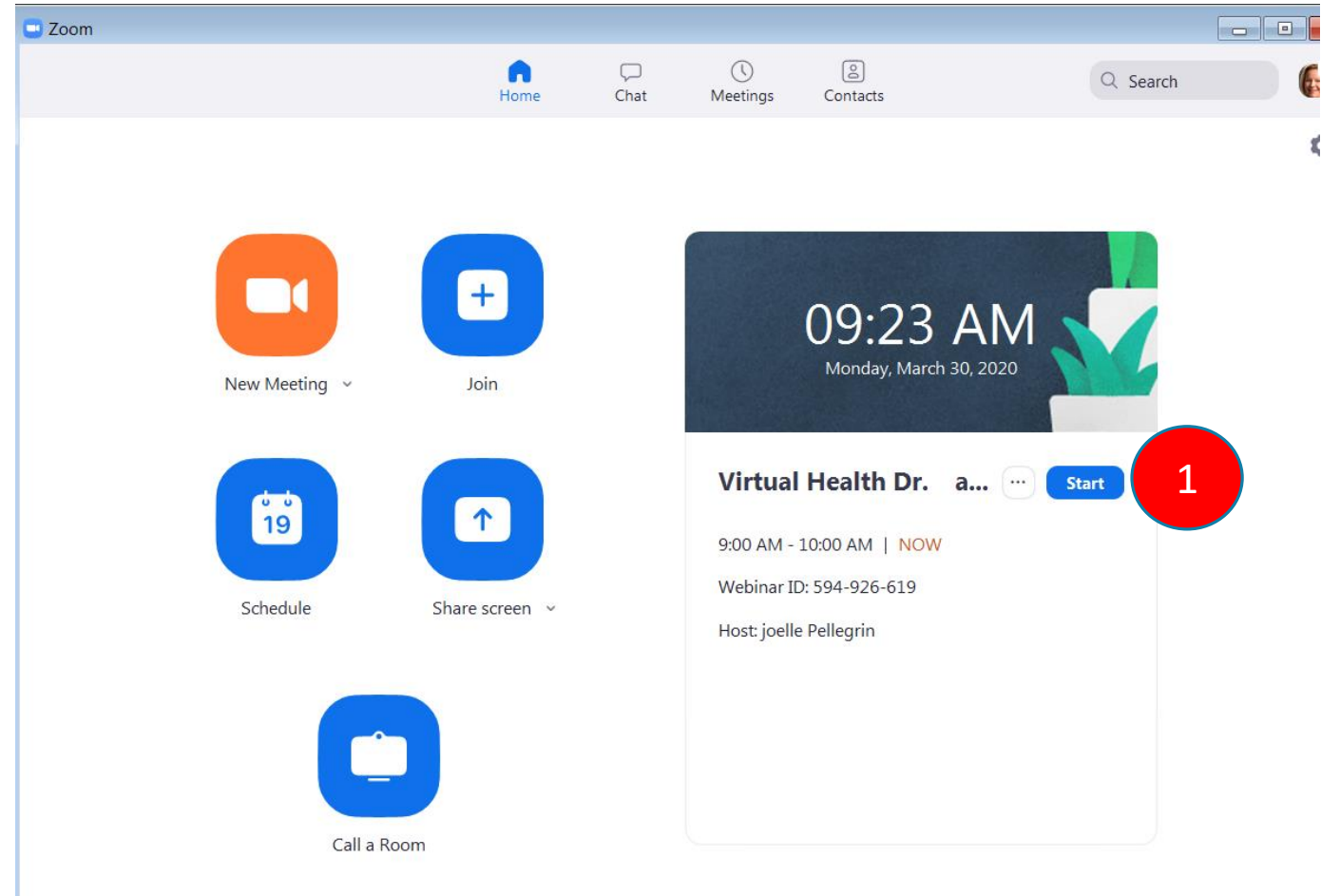
3. Sign in with email and password (already registered on www.zoom.us)



Join a Virtual Health Webinar from Zoom Desktop

1. From your Zoom calendar, select the virtual health visit and click on **START**. This calendar lists previously scheduled Zoom webinars.

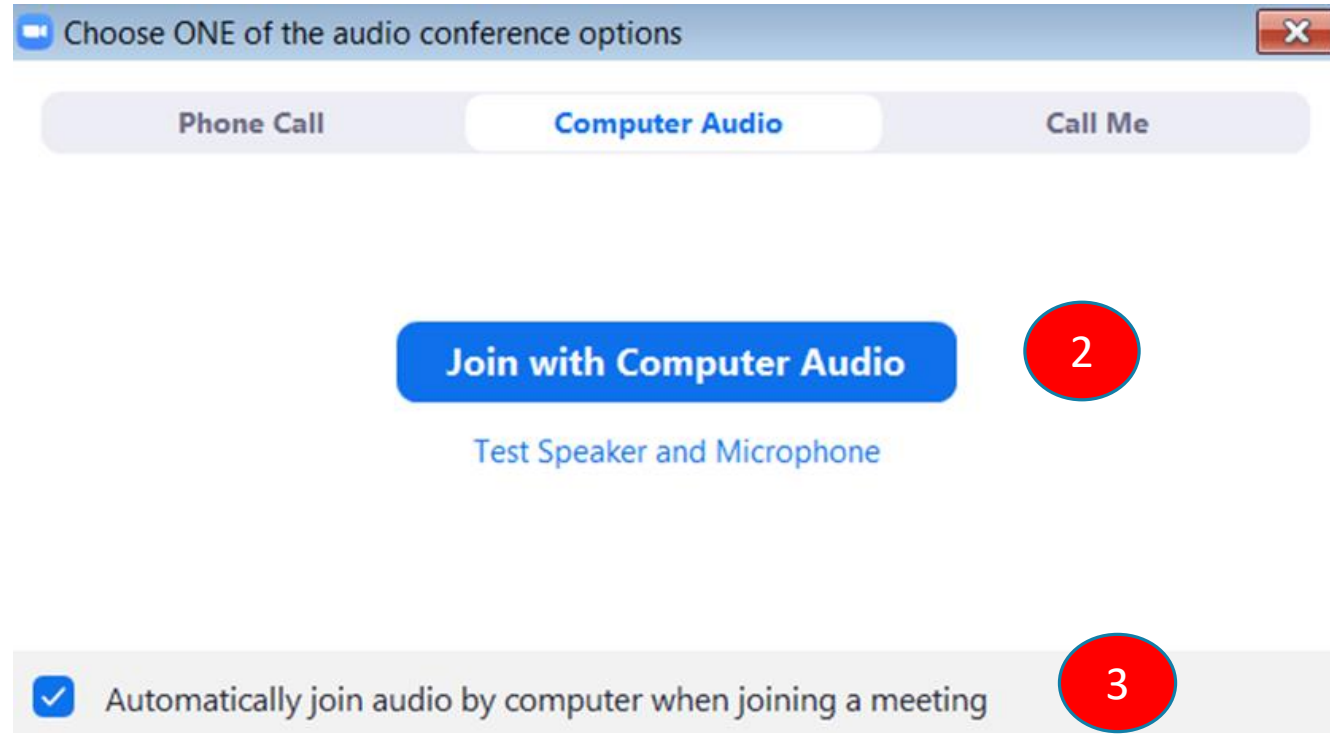
You will be launched into the Zoom webinar.



Join a Virtual Health Webinar from Zoom Desktop

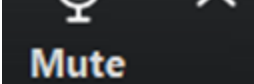
2. Join with Computer Audio

3. Check “automatically join audio by computer”

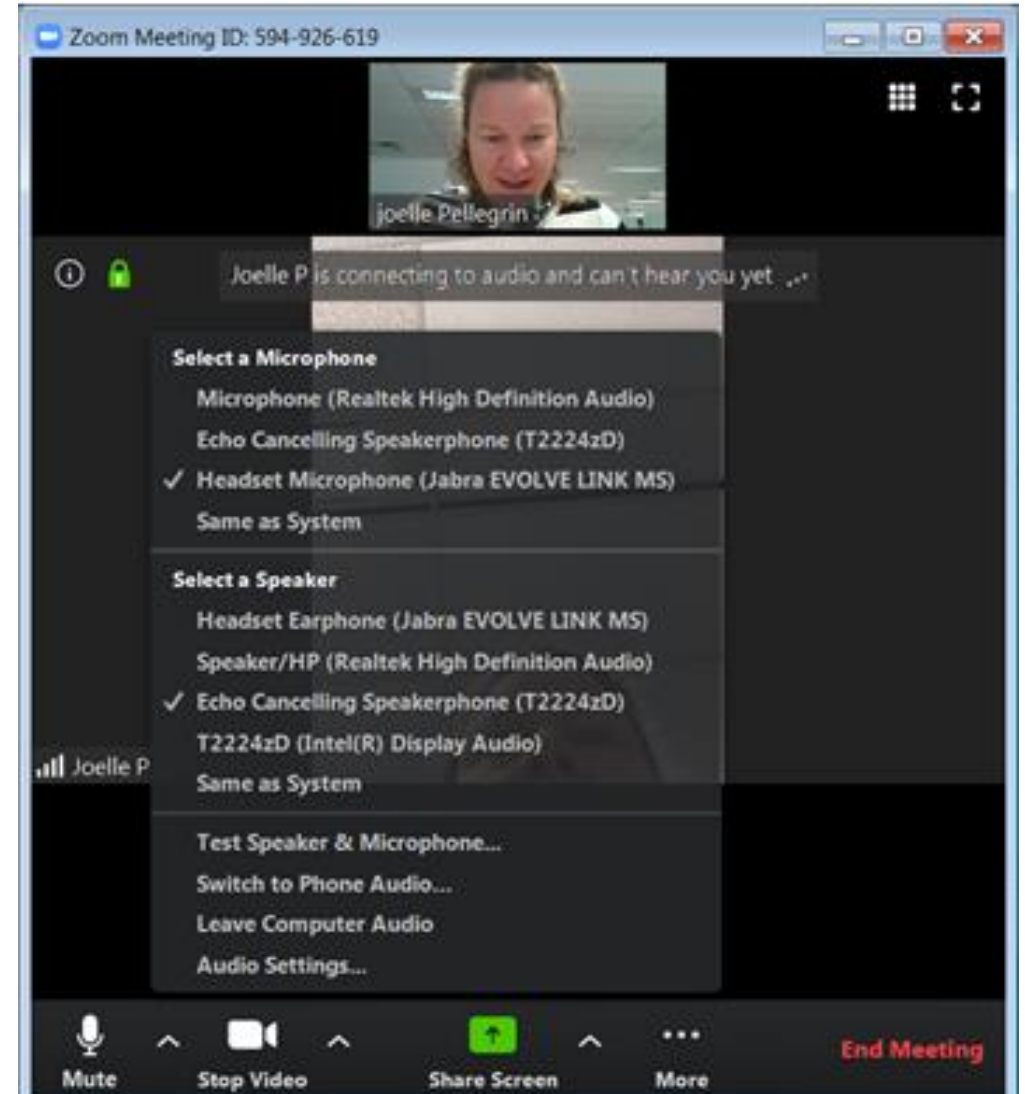


Join a Virtual Health Webinar from Zoom Desktop: Audio/Video Setup

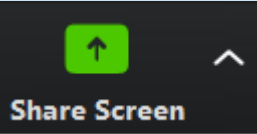
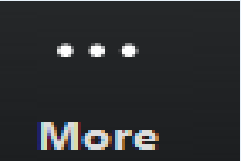
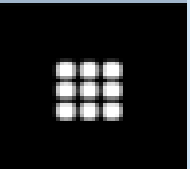
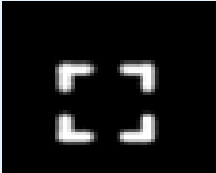
When joining the zoom webinar, you automatically have audio and video turned on.

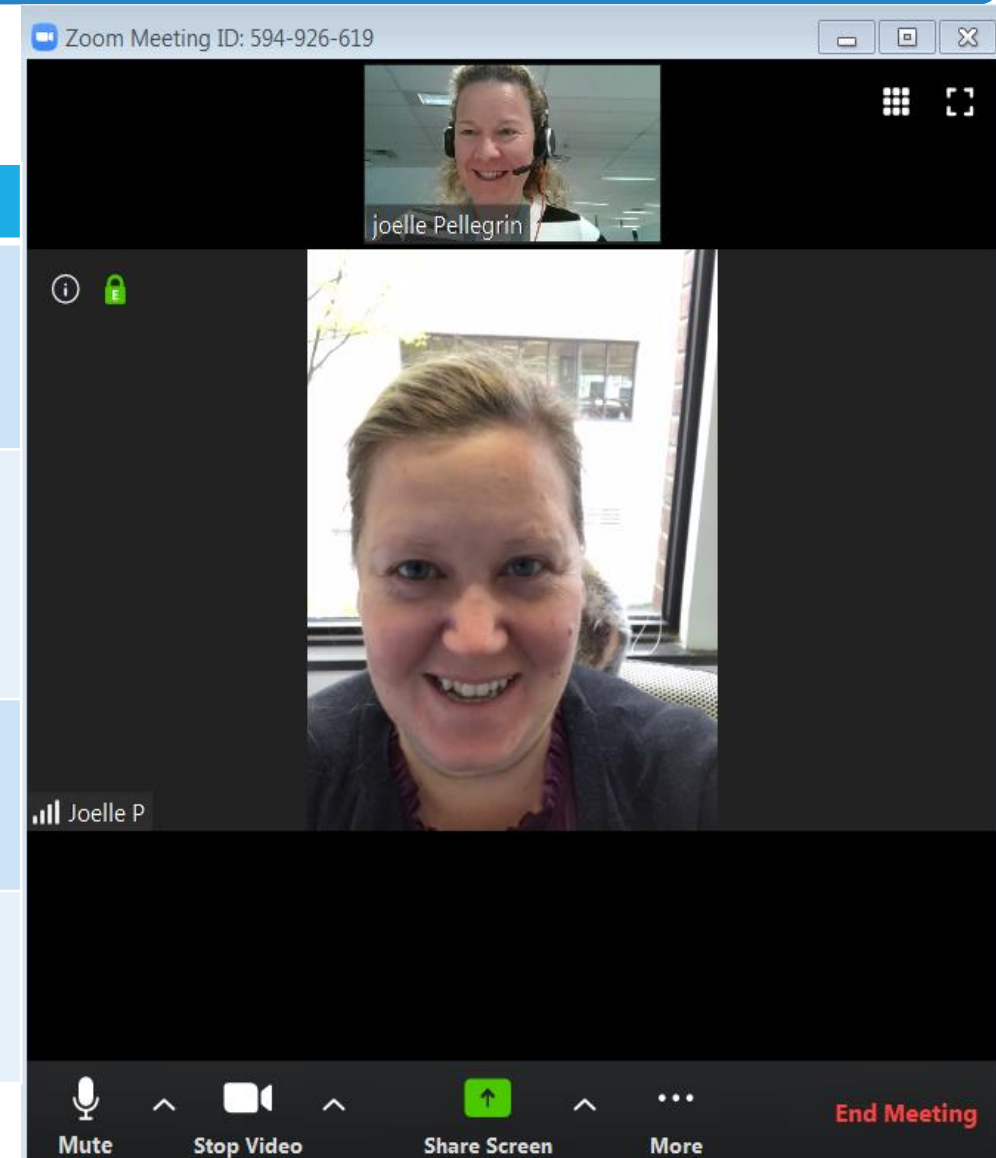
Click on the  to ensure you are connected to the correct microphone and speaker.

Click on  to ensure correct connection to video source.



Join a Virtual Health Webinar from Zoom Desktop

Icon	Functionality
	To share a PDF/protocol/Lab results in Cerner powerchart
	Opens up a menu for participant list, chat, Q&A, Polls Participant list: mute/unmute panelists.
	Select group views
	Full Screen option



Zoom app on your mobile device—
used for conducting the virtual care
visit

Conduct a Virtual Health Visit with your Patient from your Mobile App

- **Important Note: Please use LTE data to conserve hospital bandwidth!**

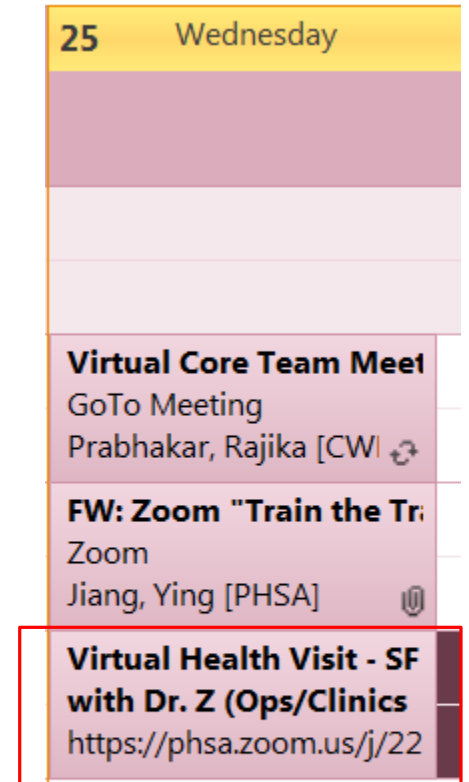
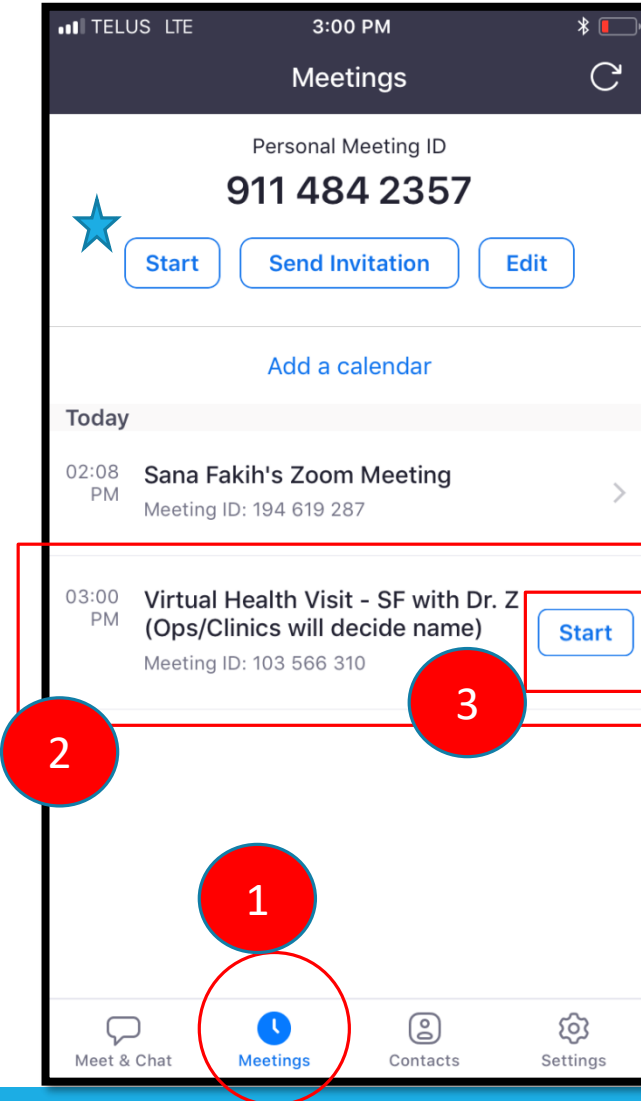
- Set-Up Step 1: Download the Zoom Cloud Meeting app
- Set-Up Step 2: Open the Zoom app and Sign In

Step 1: Locate your Virtual Health Visit (previously scheduled) to Start it

1. Tap Meetings in the lower tool bar
2. Locate the Virtual Health Visit you would like to start
3. Tap **Start** if you would like to immediately start the visit
 - Or, Tap the **visit name** to view details and then tap **Start** when ready
 - Or, If the meeting is scheduled in your **calendar**, you can click to join from there. The app will automatically open if it is already installed.



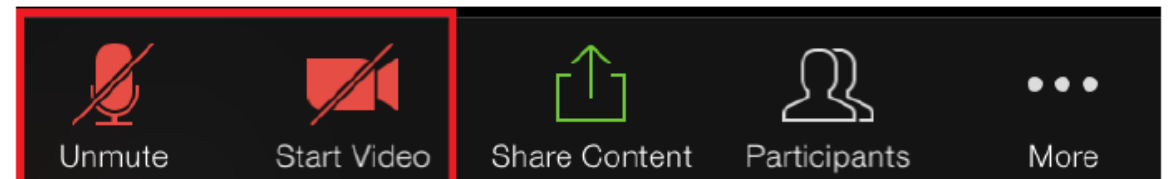
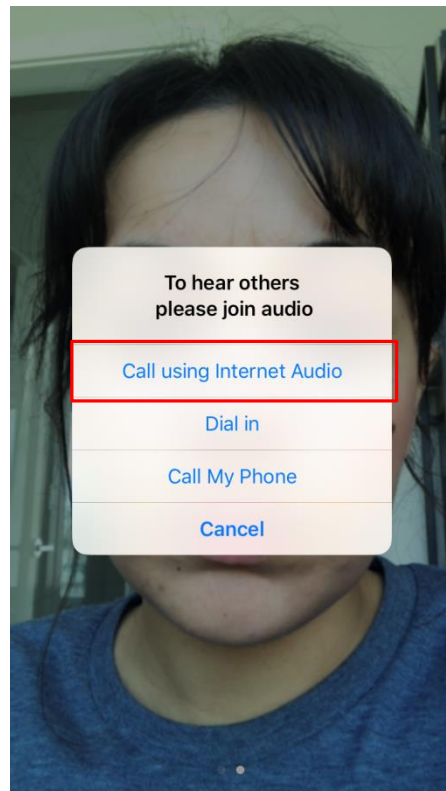
Will take you to an instant meeting (will talk about later).



Conduct a Virtual Health Visit with your Patient from your Mobile App (continued)

Step 2: Allow ZOOM access to your camera and microphone (required the first time you use the app)

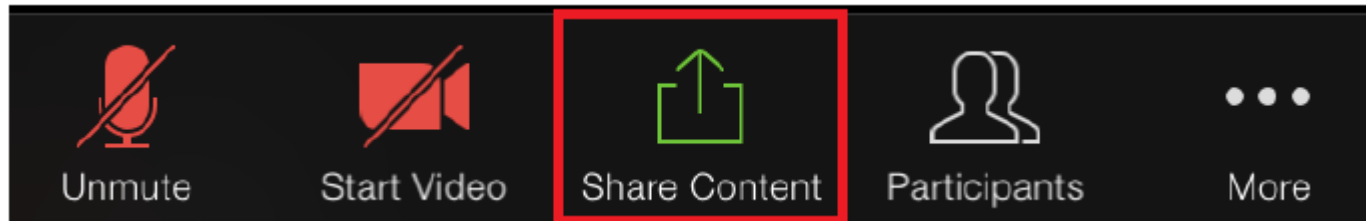
Step 3: Start your camera feed and unmute your microphone



Conduct a Virtual Health Visit with your Patient from your Mobile App (continued)

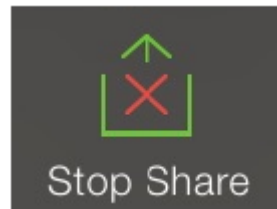
Step 4a: Share Content

1. Tap **Share Content**



2. Select the source and content to share

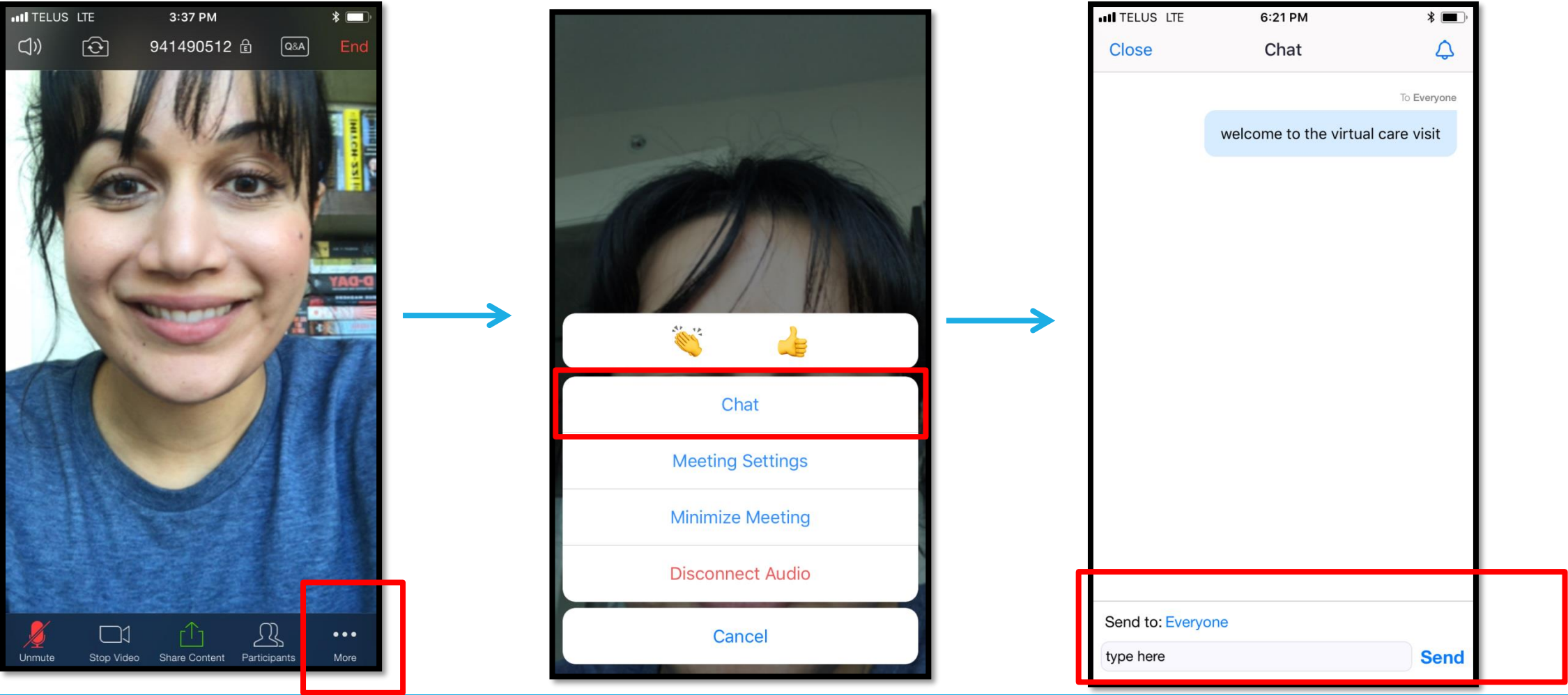
3. To stop sharing, click **Stop Share** in the top tool bar.



Note: You will not be able to see the patient while sharing content.

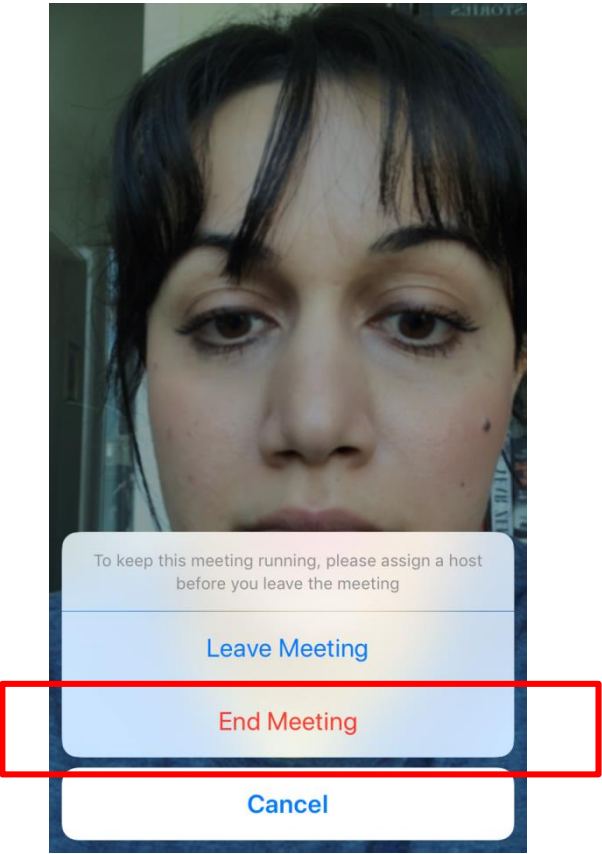
Conduct a Virtual Health Visit with your Patient from your Mobile App (continued)

Step 4b: Use the Chat Function



Conduct a Virtual Health Visit with your Patient from your Mobile App (continued)

Step 5: End Meeting



How to set up an instant meeting with Zoom Mobile App

Please turn off WiFi and **use your LTE data** to conserve hospital bandwidth

- 1 Log in to Zoom Mobile App and on the homepage tap on **New Meeting**



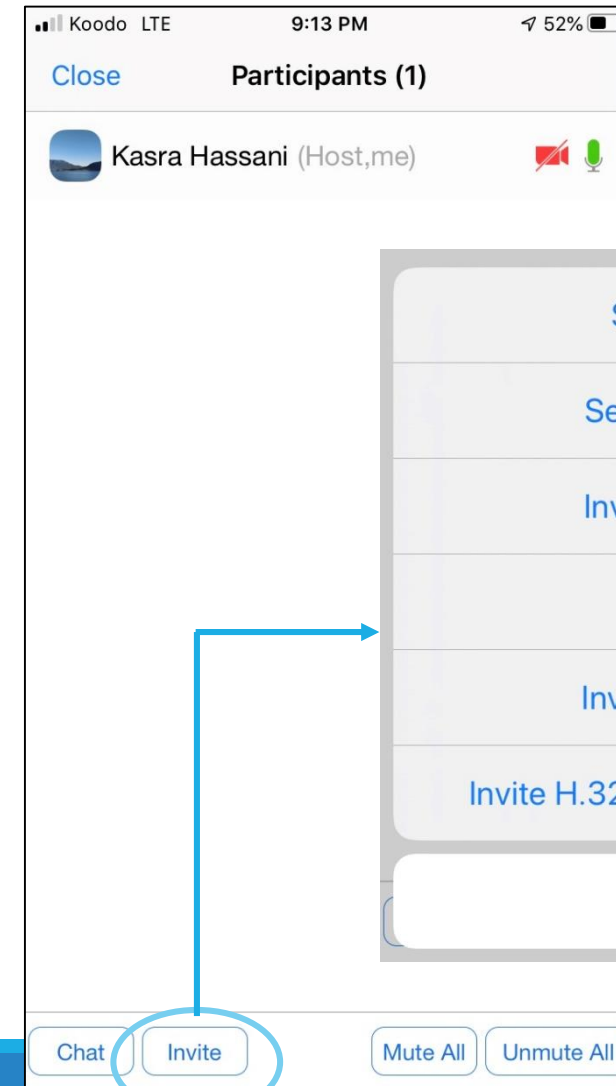
New Meeting

- 2 Tap on **Start a Meeting**

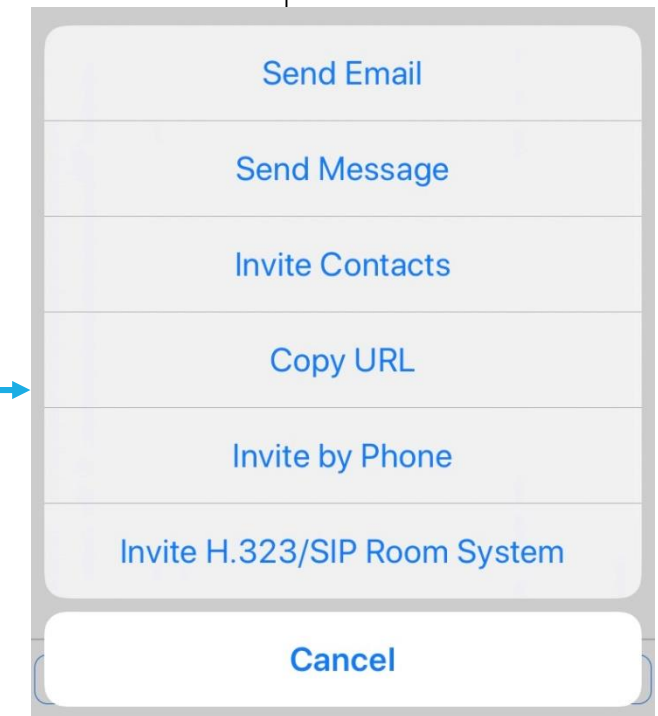
- 3 To invite participants, tap on the **Participants** icon at the bottom



- 4 Tap on **Invite** at the bottom.

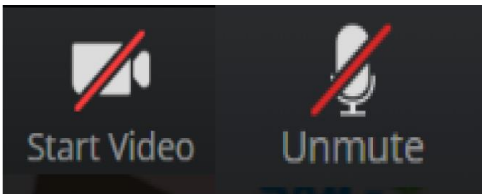


- 5 You can invite by email, Text message, Contacts, Copy and send URL, or Phone

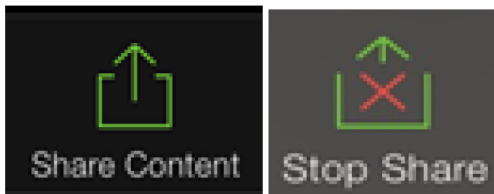


How to set up an instant meeting with Zoom Mobile App (Cont.)

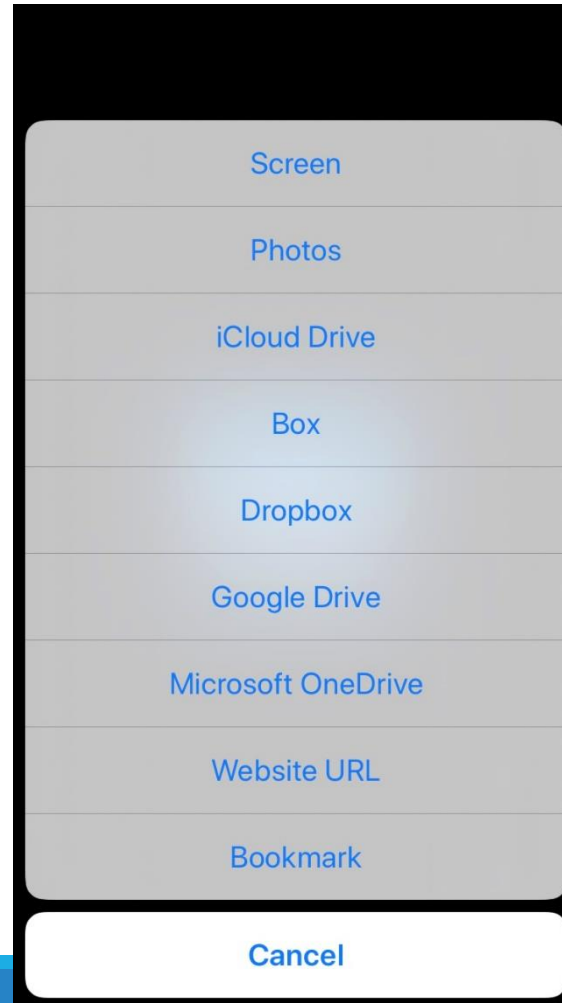
- 6 Start or stop your **video** or **mute** or **unmute** yourself by tapping on the icons at the bottom



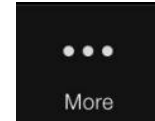
- 7 Tap on **Share Content** button to share content such as your screen.



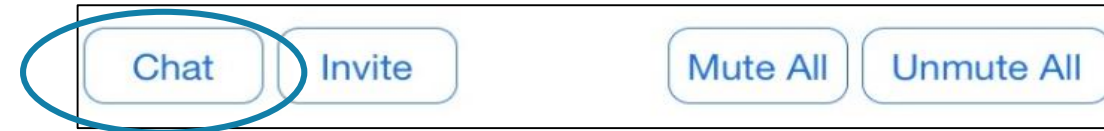
- 8 Choose the content that you want to share.



- 9 To send a **chat** message, select the **More** icon at the bottom right and select chat from the menu options.



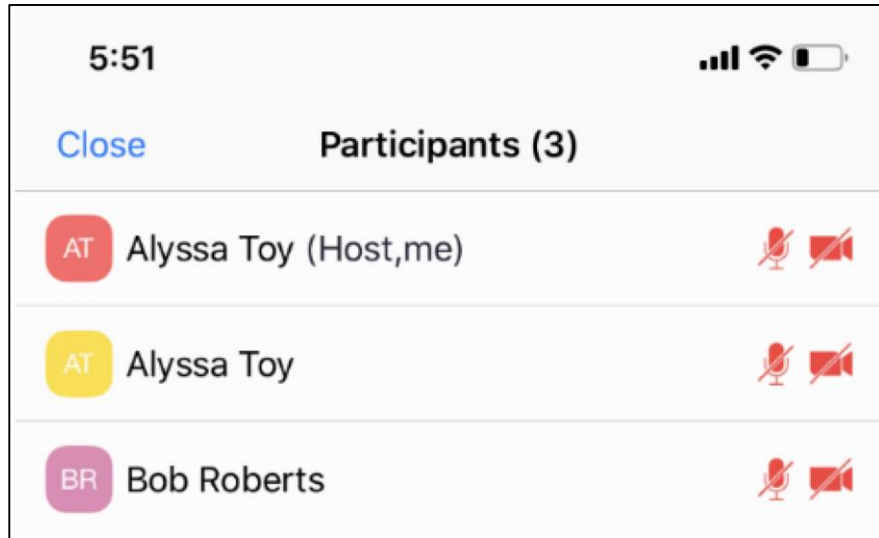
If chat option unavailable, select **Participants** and at the bottom tap on **Chat**.



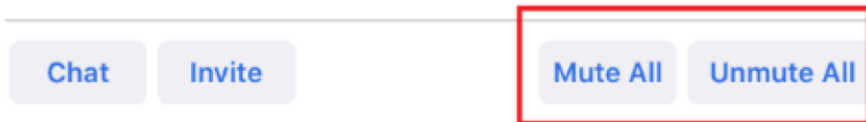
The chat will be sent to **all participants by default**. To chat with a specific participant, tap on their name in the list of participants.

10

To **mute** or **unmute** participants, tap on **Participants** and tap on their name to mute or unmute.



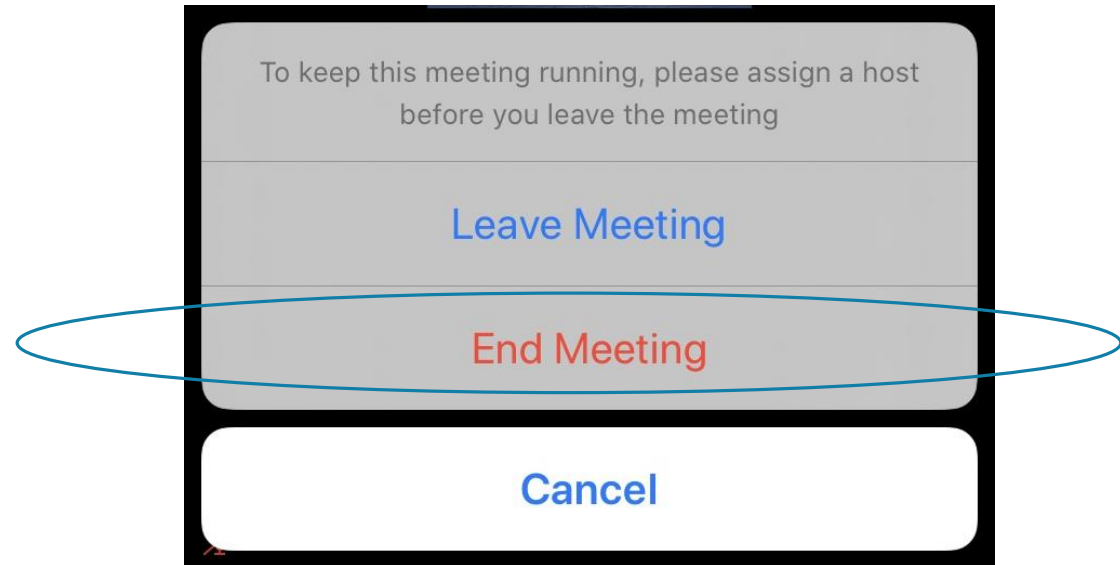
To **mute** or **unmute** all participants, tap on the icons below in the Participants list.



11

To end meeting, tap on **End** at top right corner, then select **End Meeting** on the menu.

Do NOT choose Leave Meeting. If you do, the meeting may continue after your exit. Make sure to select **End Meeting**.



Operating System Requirements for Zoom

Supported operating systems

- macOS X with macOS 10.7 or later
- Windows 10
- Windows 8 or 8.1
- Windows 7

Supported browsers

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Please refer to the Doctors of BC:

<https://www.doctorsofbc.ca/>

Ministry of Health and Doctors of BC are working in partnership to address any fee code constraints. Information will be updated as changes are made.

Contact for Additional Information

Who do I go to for help?

Technical Issues

- Search on Virtual Health Resource documents at [Child Health BC](#)
- Ask your Clinic Colleagues - If you want to be a Superuser, let your operational leaders know
- Office of [Virtual Health Training Documents](#)
- IMITS 604-675-4299

Virtual Health Training Registration

- Sign up on [PHSA Learning Hub](#)
- Child Health BC – Melissa Coop, CHBC Senior Leader Provincial Education , mcoop@cw.bc.ca

Operational Procedures and Accounts

- See your Clinic / Program Operational Leads

Survey

Course Survey Link:

<https://rc.bcchr.ca/redcap/surveys/?s=J7HLWMXKKT>

Please tell us to what extent you agree with the following statements.					
	Strongly disagree	Disagree	Neither Disagree or Agree	Agree	Strongly agree
The training was RELEVANT to my learning needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the KNOWLEDGE and SKILLS to be successful in supporting or conducting a virtual patient visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What can we do to improve the training?					
<hr/>					
Please tell us of any additional support you need to conduct virtual patient visits.					
<hr/>					

Any Questions for Us?



Acknowledgement



thank you

**From our team to yours thank
you for all of your hard work and dedication at
this difficult time. Stay safe, healthy and take care
of yourselves!**