

Virtual Care Guiding Principles

From Virtual Care Action Plan

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Vision

A virtual care service model that is designed with Islanders around their specific health needs in a way that improves access to care, enhances both Islander and provider experience, and ensures privacy and security.

Principles

#	Principle	Description
1	Timely, Equitable and Appropriate Access to Services and Information	Provide the right level of service at the right time, in a way that ensures equitable access to services for all Islanders and checks for appropriateness for each patient.
2	Focus on Patient Needs, Preferences and Engagement	Develop a patient-centered service model designed to improve digital literacy enabling patients to become more engaged in their own care while respecting individual needs and preferences about how to access health services.
3	Open Access to Health Information	Take this opportunity to provide Islanders with more access and control of their health information to allow for greater engagement and control of their own health journey.
4	Effective Patient Navigation & Transitions	Create an integrated virtual care system with effective patient navigation and seamless transitions across virtual care services and the broader continuum of care.
5	Maintain Quality and Safety of Care	Ensure that care delivered virtually meets the high standard of quality and safety that Islanders have come to expect from their healthcare system.
6	Protect the Privacy of Islanders and the Security of Personal Health Information	Embed privacy and security safeguards and controls into all aspects of virtual care services to ensure that Islanders can be confident that their privacy is protected and that their personal health information is secure when they use virtual care.
7	Leverage Existing Assets & Investments	The Action Plan should leverage existing health sector assets such as workforce, infrastructure, and solutions (including those currently being implemented), without being beholden to legacy applications or processes.
8	Support Healthcare Providers	Design and implement virtual care services with the potential impacts to healthcare providers in mind, seeking to maximize benefits and minimize any added burden. Ensure that healthcare providers are given the training, support and resources to succeed in delivering care virtually while expanding on their digital literacy