
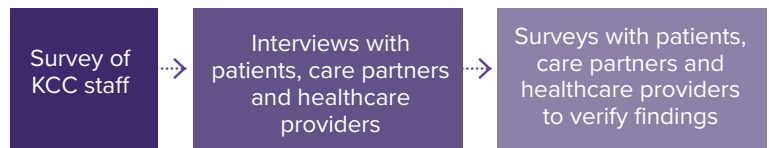


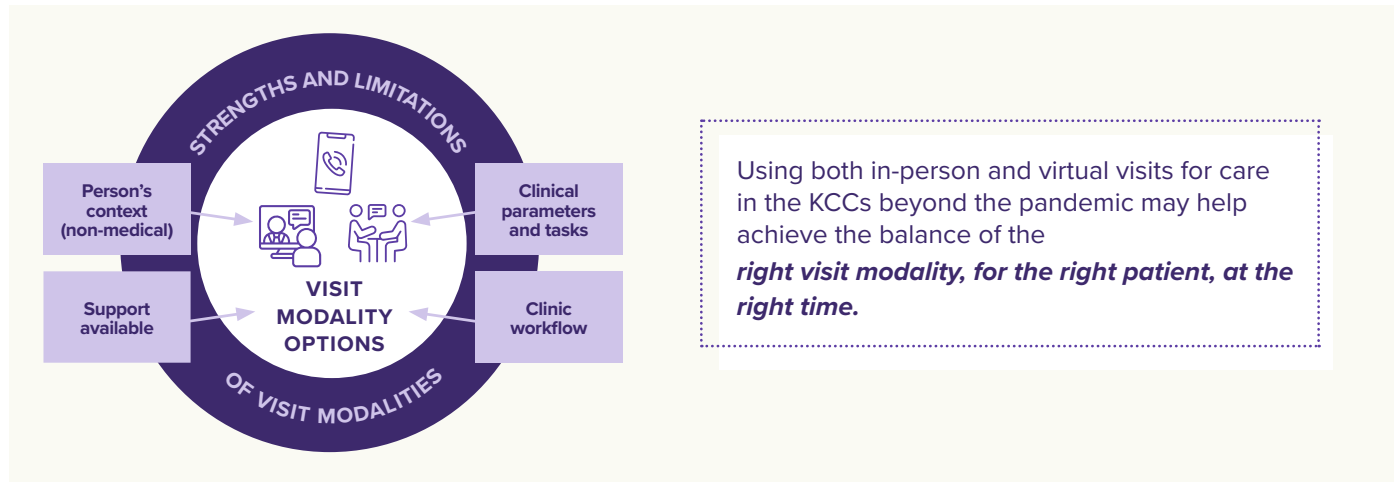
Goal

 **To study the quality of in-person and virtual (phone or video) care visits in BC's kidney care clinic**

Method



Main Themes



Virtual visits:

- May both **negatively and positively** affect the quality of kidney care.
- Generally do not jeopardize **established** patient-care team relationships. However, many participants reported that building **new** trusting patient-care team relationships virtually is a challenge.
- **May be helpful in specific situations**, e.g. simple routine “check-in” visits.

Certain considerations may particularly affect a patient's choice of an in-person vs a virtual visit, such as:



Travel requirements (e.g. road conditions, costs, access to public transit, travel time)



Disability



Language barrier



Digital health literacy level



Support required (e.g. emotional or family support)

Individual context of both patients and providers should be a key consideration (e.g. comfort with technology).

In-person visits:

- **May be a better option** in most situations and for most clinical tasks.

Output of the Evaluation: The study helps inform healthcare providers in offering the “right visit type”

1 Understanding patient requirements and ability to participate in a virtual visit:



Access to appropriate device and/or internet



Vision and hearing challenges



Language barrier and access to an interpreter

2 Understanding clinical appropriateness and context – is a virtual visit appropriate for this patient in these circumstances?

In-person visit might be better for:

- First KCC visit/ orientation
- Physical exam needed
- Advance care planning
- Developing transition plan for transplant or dialysis
- High symptom burden and worsening condition

Virtual visit might be better for:

- Simple routine “check-in” visit
- Group education/ information session

3 Understanding timelines – how long has it been since the patient was last seen in person?

- Attempting to schedule approximately 1 in-person visit per year for most patients

4 Taking into account patient preference – does the patient prefer a specific visit type?