



Ambulatory Scheduling Plan Triage for Video Visit, Virtual Check-In, In-Office Evaluation, and Delayed Scheduling

Our goal remains keeping at-risk patients out of hospitals, EDs, and Urgent Cares. Video Visits are ideal for delivering care. However, Virtual (Phone) Check-Ins (if patient does not have camera access) or in-person visits (if clinically indicated) should be considered as alternatives. Video Visits can also be used to determine need for an in-person visit.

If patient is clinically unstable or in need of urgent follow-up, schedule an urgent Video Visit.

Determine whether patient needs in-person evaluation and in which setting (ED, Urgent Care, Primary Care office).

If clinically stable, but in need of check-in or medication titration, schedule a routine Video Visit. Prioritize patients at-risk for complications from COVID-19 (age >65, receiving dialysis or chemotherapy, or with COPD, diabetes, heart failure, cardiovascular disease, or pregnancy).

If due for a routine screening appointment (well-woman or PE), defer in-office visit.

Interval check-in via video or phone can be scheduled if requested by the patient or per your clinical judgment (e.g. at-risk patient).