

Virtual Staff Clinic

Exclusions and Inclusion Details

S.No.	Category	Scenario	Action
1	Chronic Disease Management	Patient has been seeing his/her Cardiologist for regular chronic disease management and prescription refills for his/her hypertension. Does the patient now need to see the VSC doctor instead? Although these regular appointments are already booked with the Cardiologist?	Yes, the patient needs to have all regular chronic disease management appointments shifted to the VSC. Only if there is a change in the patient's condition or if it is clinically needed, will the VSC doctor refer the patient to the Cardiologist for a check-up for a specific case, after that the patient will need to return to the VSC for the regular appointments.
2	Follow-up after procedure	Patient had 5 Physiotherapy sessions prescribed by the Orthopaedic doctor. The Orthopaedic doctor asked to see the patient once he/she completed the 5 Physiotherapy sessions. Does the patient have to be seen by the VSC before seeing the Orthopaedic doctor for this follow-up?	No, the patient can see the Orthopaedic doctor for the follow-up after the Physiotherapy sessions without needing to first see the VSC doctor. However, this follow-up appointment should be booked as far as possible by the Orthopaedic doctor at the time of the original orthopedic consultation.
3	Medication Prescriptions	Patient sees VSC doctor and is prescribed medication. Patient wants to know if Medication will be free because it is prescribed by VSC.	Medication prescriptions, laboratory tests, radiology, all are completed and processed as it would be done in a regular consultation. The same co-payment rules apply.
4	Non Insurance -covered procedures	Patient wants to see an ENT doctor because the patient wants to have cosmetic rhinoplasty done - not covered by insurance.	Patient can book and see ENT directly without going via the VSC. But if patient adds any non-cosmetic case which can be covered by insurance, patient needs to first see the VSC doctor for the other non-cosmetic ENT-related case. CEC or clinic PA booking appointment should double check reason for appointment before booking cosmetic appointment.
5	On-going treatment	Patient has on-going treatment for wart removal with Dermatologist. The patient finished the originally prescribed 3 treatment sessions, but the Dermatologist needs to add 3 more sessions.	The Dermatologist can extend the treatment sessions as needed, and preapproval can be obtained for the extended 3 sessions, without the need for the patient to go via the VSC. This should be done in advance before last session.
6	On-going treatment	Patient has existing procedure/treatment, pre-approved by insurance before the start of the VSC pilot.	Patient can proceed to completed the pre-approved procedure/treatment and any related follow-up requested by same doctor should be booked at the time of the procedure/treatment itself.
7	On-going treatment	Patient has an existing, pre-approved psychology treatment plan.	Patient can see the psychologist directly, no need for a VSC appointment.

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8	Post procedure follow-up	Patient had operation/endoscopy/inpatient stay, and needs to see same doctor for a follow-up after the operation or discharge.	Patient can book and see the doctor in-person without a referral from VSC. <i>Preferably all post procedure and post discharge follow-ups should be prebooked at the time of the procedure/before discharge.</i>
9	Referrals	Patient saw VCS doctor to ask for referral to dermatology. VSC doctor can treat the case but needs to see the patient in-person, no need for a referral to dermatology.	Patient will get a referral reference number from VSC PA and VSC PA will assist to book in-person appointment with VSC doctor. If urgent referral, the doctor's OPD clerk will call the VSC PA to book the referral appointment for the same day.
10	Referrals	Patient in above scenario refuses to see VSC doctor in-person, and calls to request an appointment with another VSC doctor to again ask for referral to dermatology or even books online him/herself.	Patient cannot have multiple appointments with different VSC doctors in a short time frame for the same case/condition. CEC should not book another VSC appointment with another VSC doctor. VSC PA should notice multiple booking by same patient, call patient to see if it is for same condition, and if so, follow original doctor's instructions.
11	Referrals	Patient wants referral to cardiologist. Patient calls CEC to book / uses app to book VSC teleconsultation appointment at the same time wants to book Cardiologist appointment.	If patient is calling CEC, CEC agent can only book VSC teleconsultation appointment and inform the patient that the VSC doctor will assess and refer only if clinically necessary. CEC should not book Cardiologist appointment. If both appointments booked via app. VSC PA to honor and address VSC appointment. Cardiology PA should see pop-up in patient file and go to Referral Request to look for referral reference number. If no referral reference number, Cardiology PA should call patient and cancel Cardiology appointment.
12	Referrals	VSC doctor refers patient to see Endocrinologist due to complication in Diabetes case of regular Chronic Disease Management appointment for Diabetes. Patient wants to know how long he/she can continue to see the Endocrinologist after the initial referral.	Patient needs to see Endocrinologist within 2 weeks - referral reference number validity. After the Endocrinologist saw the patient, the Endocrinologist can ask the patient to come for a follow-up with him/herself to check something specific following treatment. After this follow-up appointment, the patient needs to return to VSC for further assessment if and when needed. If Endocrinologist did not request any specific follow-up, patient will need to return to VSC for any further healthcare needs even if related to the same condition.

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13	Referrals	Patient books teleconsultation appointment with VSC doctor to ask for a referral to dermatology, but also want to go and see a OBGYN, so wants to ask in same appointment for OBGYN referral	Patient cannot ask for any referrals. Patient can state symptoms and health complaint, and the VSC doctor will assess the patient clinically. The VSC doctor will complete diagnostics and treat the patient's condition as far as clinically possible. Only if clinically indicated, will the VSC doctor prescribe any referral?
14	Secondary care to Secondary care referrals	Patient has a referral from VSC to see General Surgeon for hernia removal. General Surgeon does procedure but notices something which requires consultation with the Urologist.	The General Surgeon can refer the patient directly to the Urologist for the secondary consultation, without the patient needing to go via the VSC.
15	Urgent care need	Patient visits Emergency department because urgent need and no VSC appointment availability.	ED triage nurse to assess as per triage protocol. If not urgent, patient needs to book teleconsultation with VSC doctor. If urgent, patient can see ED doctor. If triage outcome is uncertain let the ED doctor assess. If ED doctor request referral to general surgery for procedure as part of emergency/urgent care treatment, patient can see General Surgery doctor without VSC pathway, as referral is done by ED. If ED requires patient to follow-up with primary care doctor, patient needs teleconsultation appointment with VSC.
16	Urgent care need	Patient is unwell or has a high-risk condition. Patient goes to urgency care/Emergency Department. The Emergency Triage Protocol result is uncertain regarding the condition and its urgency.	In the Emergency Department, refer the patient to see the Emergency Doctor on duty for the decision to proceed with the patient in the ED setting, or to refer the patient to a VSC teleconsultation appointment booking. However, the ESI Triage needs to be respected to avoid system abuse.
17	Out of treatment scope	Patient needs to do an eye test for prescription glasses or contact lenses.	Patient can directly book an appointment with the Optometrist/Ophthalmologist, no need for a VSC appointment.
18	Out of treatment scope	Patient needs to do occupational health tests with a Family Medicine/Occupational Health Doctor.	Patient can directly book an in-person appointment with the Family Medicine/Occupational Health Doctor no need for a VSC appointment.