



Healthcare Risk-Quality-Safety, Simplified

E-visit Risk Management Factors

Below are risk management factors to be considered before the implementation of e-visit services. This a sample list of suggestions that relate to quality of care.

- Implement staff training policies and procedures to ensure the new service is used appropriately and effectively
- Establish a screening procedure that informs patients when it is not appropriate to use the e-visit system
 - Ex. Patient is displaying certain symptoms and/or in an emergency situation
- Make clear distinctions between e-visits that treat pre-existing conditions and those that treat potentially new conditions
 - Develop policies and procedures that consider both types
- Determine what kind of response time you plan to offer patients when they contact you through the e-visit system
 - Ensure that you have the resources to make such a promise and meet patient demand
- Establish guidelines for both staff and patients in regards to how the e-visit system should be used
 - Ex. e-mail format/structure, the use of clear and concise language, compliance with any screening procedures, etc.
- Consider the literary needs of all patients and how you can adapt your materials and practices to various patients
- If you plan to use third-party referrals, conduct a thorough vetting process
- Determine whether or not the service will only be offered to current patients or if you will extend e-visits to new patients
 - It is recommended that you establish a patient-physician relationship in-person with a new patient and offer e-visits later on
- Make sure that both staff and patients understand the appropriate procedure in the event of an error with the e-visit system
- Implement a comprehensive incident reporting procedure for staff and an appropriate feedback system for patients

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