

Steps to implement virtual care model for chronic pain

This is a high-level overview of the steps that need to be taken to use virtual care to consult with a consumer who experiences chronic pain.

Number	Phase	Modality	Checklist
1.	Referral received	Referral	<input type="checkbox"/> Referral received for pain clinic <input type="checkbox"/> Pain team to consult with referring GP, specialist or therapist regarding patient's pain presentation, current and earlier strategies tried, appropriate investigations and documentation provided <input type="checkbox"/> Pain team to consult with patient to ensure willingness to attend virtual care service model
2.	Pre-appointment	Phone	<input type="checkbox"/> Pain team representative phones patient and GP to arrange date and coordination for set up <input type="checkbox"/> Link sent to parties <input type="checkbox"/> Test equipment – organise a quick test with the host user before the virtual care consultation
3.	Pre-appointment	Video-conference	<input type="checkbox"/> Introduce all attendees including their discipline and role <input type="checkbox"/> Introduce the purpose of the session <input type="checkbox"/> Establish verbal consent for care within pain services <input type="checkbox"/> Conduct assessment
4.	Post appointment	Phone	<input type="checkbox"/> Phone follow up by one or more members of the pain clinic team two weeks after the consultation
5.	Post appointment follow-up options	Video-conference	<input type="checkbox"/> Virtual care consultation options are as follows: 1 month <ul style="list-style-type: none"> • medical • physiotherapy • clinical psychology • nursing

			<input type="checkbox"/> 2 months <ul style="list-style-type: none"> • medical • physiotherapy • clinical psychology • nursing
			<input type="checkbox"/> 3 months after clinic - multidisciplinary virtual care
			<input type="checkbox"/> 6 months <ul style="list-style-type: none"> • medical • physiotherapy • clinical psychology
			<input type="checkbox"/> 12 months <ul style="list-style-type: none"> • medical • physiotherapy • clinical psychology