

# Transitioning Care



**Journey of the Patient**

**In Office**



**Virtual Care**



**Journey of the**

**Rheumatologist/Staff**



## Prior to Visit

**Triaging [appropriate](#) patients:**

Call to confirm and check symptoms.  
Remind not to come if sick on day of visit.  
Advise about companions, parking, building entry.

## Day of Visit

**Prior to entering the building:**

Call patient in at appointment time, if possible.

**Entering the office / waiting area:**

Handwashing, [PPE](#), [physical distancing](#), physical barriers.

**Checking in with administrative staff:**

Check for symptoms.

**Review with allied health and/or trainee:**  
(if required)

Check for symptoms.  
Physical assessment with appropriate [PPE](#).

**Review with rheumatologist:**

Check for symptoms.  
Physical assessment, [procedures](#) with appropriate [PPE](#).

**Checking out with administrative staff:**

Rx, labs, XR, follow-up appt.

## Follow-up

May need follow-up for patients with concerning symptoms.

## Prior to Appt.

Triaging **appropriate** patients: Call to confirm and ensure able to connect.

## Day of Appt.

**Patient, administrative staff login to tool, if applicable:** Call or connect with patient.

**Checking in with administrative staff.**

**Review with allied health and/or trainee.**  
(if required)

**Review with rheumatologist.**

**Checking out with administrative staff:** Rx, labs, XR, follow-up appt.

## Follow-up

May need follow-up for patients with concerning symptoms.

## Prior to Arrival

**Check symptoms and do not come in, if not well.**

Consult with local/provincial [guidelines and resources](#) including those to help with [financial impact](#).

## At the Clinic

**Daily check in with staff:** Check symptoms and comfort level.

Ensure appropriate setup for patient entry and staff safety:  
(e.g., handwashing, sanitizing surfaces, appropriate [PPE](#))

[Screening patients for clinic.](#)

**Connect with patients according to schedule:** Check with patient about symptoms.

Ensure appropriate setup for next day:  
(e.g., handwashing, sanitizing surfaces, appropriate [PPE](#))

## Follow-up

May need follow-up for patients with concerning symptoms.