

Telehealth Success with DaVita Care Connect[®]

Telehealth success is at your fingertips with DaVita Care Connect's tools and resources. Follow these tips and recommendations to help ensure your patients get the quality support they need—virtually.

PREPARING FOR THE VISIT



Confirm your patient and care team have the appointment time reserved. Provide guidance to your patient on accessing telehealth through DaVita Care Connect.



Prepare your space. Close your door and clear your desk. When on video, ensure your patient has a clear view of you without any distractions.



Log in to OneView. View your patient's trending lab data and prepare to document care. You can also use DaVita Care Connect to see photos or paper flowsheets during the appointment. Your PD patients have the option to log their PD treatments electronically in DaVita Care Connect.

CONDUCTING THE VISIT



Allow extra time for your patient and care team to respond during the visit; it may take longer than usual for someone to answer or ask questions. Be ready to repeat yourself as needed.



Perform a no-touch exam by inspecting your patient's ankles, skin and access site on camera. Also, evaluate your patient's surroundings and ask questions about their lifestyle based on what you see. Identify whether additional care or follow-up is needed.



Remind your patient that DaVita Care Connect can help them track their progress between appointments by providing access to their latest lab results.



Summarize and clarify. As always, document your care in the medical record, and be sure to clarify follow-up instructions for your patient and their care team.

To learn more about the tools available on DaVita Care Connect, call **833-803-5542**.

