



## Hybrid Virtual Care Policy

Hybrid Virtual Care is an alternative mode of service delivery for pedorthic services. As with in-person care, when Pedorthists engage in Hybrid Virtual Care via telehealth delivery mediums, they must adhere to all Standards from The College of Pedorthics of Canada (The CPC).

Please review the [Standards of Clinical Practice](#) document to follow best practices when providing pedorthic services.

The CPC recognises that in-person pedorthic care allows for optimal outcomes and that some pedorthic services must be completed in-person to meet the expectations for quality and competent care. To maintain these high standards, when a custom product is provided, a Pedorthic Hybrid Virtual Care Model is the only form of virtual care supported by The CPC at this time.

### **The Following pedorthic services are PERMITTED virtually:**

- History
- Footwear Analysis
- Treatment Plan
- Dispensing
- Follow-up Care
- Weight Bearing Evaluation
- Gait Analysis

### **The Following pedorthic services are NOT PERMITTED virtually and must be completed in-person:**

- Non-Weight Bearing Evaluation
- Range of Motion Testing
- Special Tests
- Casting

This resource is intended to assist Pedorthists in understanding these expectations and to develop policies and procedures to support quality and effective Pedorthic Hybrid Virtual Care. Before engaging in Pedorthic Hybrid Virtual Care, Pedorthists should have a thorough understanding of the guidelines presented in this document and should be read in conjunction with the Standards of Clinical Practice.

### **What is Telehealth?**

Telehealth is the use of communication technologies to deliver health-related services when the provider and client are in different physical locations. In telehealth, the communication technologies are the *service delivery mediums*. Examples of telehealth technologies as the service

delivery medium: telephone, video conferencing, SMS and email. Telehealth technologies must meet The Personal Information Protection and Electronic Documents Act ([PIPEDA](#)) standards.

### **What is Virtual Care?**

Virtual Care is any interaction between client and Pedorthist occurring remotely (not in-person) using telehealth communication. When providing Hybrid Virtual Care, the Pedorthist can use additional information technologies to gather medical information; providing these technologies meet all privacy and technology standards set by PIPEDA.

### **What is Hybrid Virtual Care?**

Hybrid Virtual Care is a combination of in-person and virtual care interactions.

### **What to Consider in Determining Care**

The Pedorthist uses their professional judgment to determine whether Hybrid Virtual Care is appropriate and whether it will enable them to meet The CPC Standards.

1. Is Hybrid Virtual Care the most appropriate method to deliver services?
2. Are patient factors such as physical, sensory or cognitive deficits impacting the ability to deliver pedorthic services virtually?
3. Pedorthists must consider if they have the knowledge, skills and abilities to engage in this practice effectively. They should seek out further education to ensure they are using these telehealth technologies appropriately and effectively and developing their knowledge and skills.
4. Clients and Pedorthists should recognize any limitations that Hybrid Virtual Care presents and determine the appropriateness.
5. Record keeping should clearly indicate any pedorthics services that were delivered through Hybrid Virtual Care.

### **Review of Hybrid Virtual Care Policy**

This policy is to be reviewed annually by The CPC board, to reflect on evolving technology and to monitor the efficacy and effectiveness of Pedorthic Hybrid Virtual Care.

## **FAQs**

### **When is Hybrid Virtual Care appropriate?**

Before engaging in Hybrid Virtual Care, a Pedorthist should ensure that they are acting in the best interest of the client. Hybrid Virtual Care enables increased access to care for individuals living in rural and remote areas and to those with other health conditions which may present barriers for in-person care.

### **Can I triage clients using Virtual Care if I don't know if a custom product is required?**

Yes, you can meet a client virtually to gather enough information to determine if a custom product is required. If not, you are not required to see that client in person. However, if you determine that a custom product is most suitable for the client, then Hybrid Virtual Care must be followed.

### **What does informed consent mean for Hybrid Virtual Care?**

With all pedorthic services, for consent to be valid, it must be informed. In addition to the requirements for consent outlined in the [Standards of Professional Practice](#), with regards to Hybrid Virtual Care, the client must have a clear understanding of their options of care that they can receive, virtually or in-person, along with the unique risks and benefits that Hybrid Virtual Care provides.

### **Does my liability insurance cover Hybrid Virtual Care?**

Pedorthists should check with their insurance providers to ensure adequate liability insurance, specifically including the provision of Hybrid Virtual Care in their province.

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