



Virtual Care

has never been more important.



We **identified** best practices for virtual care for youth with chronic pain from past research.

We **learned** that more work is needed to ensure that virtual care is equitable, inclusive, and accessible.

Next, we listened to diverse youth living with pain, their families, and healthcare professionals.



Black youth with sickle cell disease



Indigenous youth



youth with complex medical needs and brain-based developmental disabilities



parents and caregivers



healthcare professionals

Best practices for virtual care for youth with pain and their families

Leveraging for Access and Care

- can increase healthcare access in home or community (rural or remote areas)
- less travel and associated costs
- under-used (e.g. for real-time symptom assessment, psychological treatment)
- can increase positive healthcare experiences, reducing stigma, bias, and discrimination
- opportunity for culturally inclusive practice (e.g. in a youth's own space)
- acceptable, reasonable and effective

Improving Implementation

- freely available (e.g., across telephone, apps, websites, videoconference)
- training, terms of use, and guidelines for all users
- secure, encrypted, password protected platform
- developmentally appropriate for youth's abilities
- meet ethical standards of care
- transparent communication (e.g., real vs. automated)
- appointment time and duration honoured by all users
- clinical environments that are private with limited distraction

Selecting Best Platforms

- backed by science, user-friendly and acceptable to all users
- provide technical support
- involve all users in development of virtual care platform
- meet accessibility standards and is customizable
- use multimedia content
- integrate peer support
- facilitate medical education for families
- access and manage health information
- coordinate care with multiple healthcare professionals in one visit

Our knowledge and momentum is building but there is still work to be done...

- standardized guidelines for implementation and evaluation
- confirm effectiveness for concerns identified by youth
- increasing equity (e.g., access to Internet and technology)
- how to integrate all aspects of care (e.g., physical exam or manual therapies)
- strategies to build and maintain the therapeutic relationship
- strategies to enhance engagement
- integration into electronic medical record
- shared decision-making between families and healthcare professionals (for in-person vs. virtual care)

View our **evidence & gap map** for the full range of virtual care solutions at partneringforpain.com/portfolio/virtual-care

Want to learn more? Please contact:
Katie Birnie, PhD RPsych kathryn.birnie@ucalgary.ca

#PartneringForPain

