

What barriers and facilitators have you experienced going virtual?

BARRIERS

and blood sugars
Patients have no computer
patient technology knowledge
Video technology on client side
hard to teach glucometer use
less personnel
rural bandwidth
not being able to see the client
time
Internet issues
Pt lacking in tech know-how
Language barriers
people with hearing issues
early on not a lot of support...but it is coming
Difficulty gaining full info from cts
lack of access to technology for clients
Knowledge lack for tech (i.e. on transit)
people not being familiar with technology, or not having it,
Internet access
Workload
Privacy considerations
Patients not in good environments for calls
Patients not being comfortable with Zoom or technology
Technical issues
Vague information provided about medications

FACILITATORS

manager support for extra time to prep
patient acceptance
technology
patients more real
Meeting clients at their homes
having t
patients not having the
shared experiences
HA purchasing ZOOM
shared tools
Flexibility of people willing to
tools such as zoom available early
Clients using technology such as uploading
youtube videos
Other tech for sharing info
Convenience, patient interest
Diabetes Canada has webinars for new T2 c
our IT dept. our bookign clerk
Diabetes Canada handouts emailed
uploading blood glucose data so helpful
lack of privacy
On the Road Resource!!
Less No shows with virtual care
Pushed patients to upload at home so more

