"Virtual first care (V1C) is medical care for individuals or a community accessed through digital interactions where possible, guided by a clinician, and integrated into a person's everyday life.

V1C

Virtual first care (V1C) is medical care for individuals or a community accessed through digital interactions where possible, guided by a clinician, and integrated into a person's everyday life.

The ability to **initiate care from anywhere at any time** through telecommunication and digital technologies

Intentional selection of the care setting matched to a person's **clinical needs** and **preferences**, with some aspects safely and effectively delivered virtually, and others necessitating in-person care
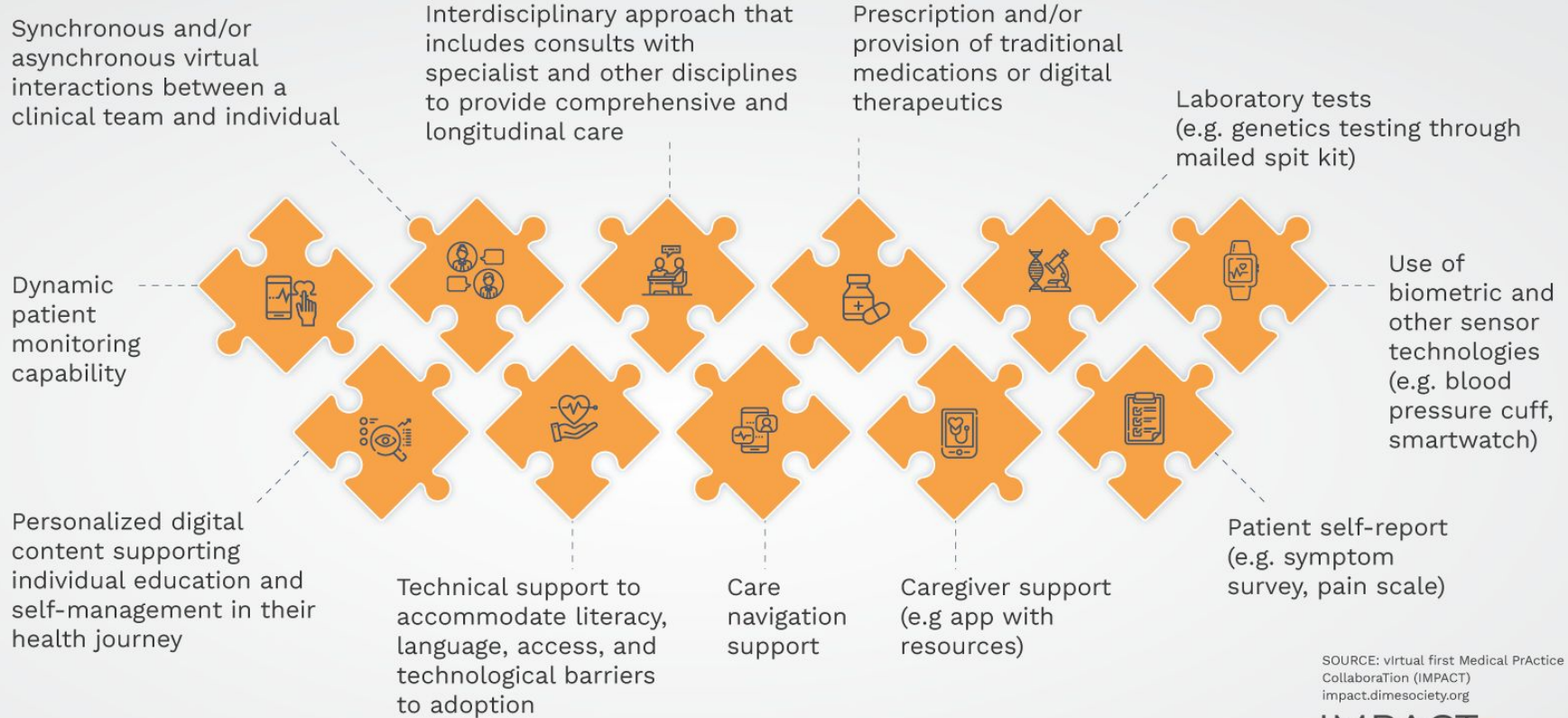
Complete solutions that support a person to take all of the **necessary next steps** in their health journey

Adherence to all applicable laws that apply to healthcare providers, including best practices on **standards of care**, individual **safety**, **security**, **privacy** and **data rights**

V1C integrates a fit-for-purpose selection of these **components** to deliver their solution:

Synchronous and/or asynchronous virtual interactions between a clinical team and individual

Interdisciplinary approach that includes consults with specialist and other disciplines to provide comprehensive and longitudinal care

Prescription and/or provision of traditional medications or digital therapeutics

Laboratory tests (e.g. genetics testing through mailed spit kit)

Dynamic patient monitoring capability

Use of biometric and other sensor technologies (e.g. blood pressure cuff, smartwatch)

Personalized digital content supporting individual education and self-management in their health journey

Technical support to accommodate literacy, language, access, and technological barriers to adoption

Care navigation support

Caregiver support (e.g app with resources)

Patient self-report (e.g. symptom survey, pain scale)

IMPACT

V1C Core Competencies:
Hallmarks of High Quality, Trustworthy V1C

1. **Effectiveness:** Produces outcomes that are valuable to patients, providers, and payers (key stakeholders)

2. **Trustworthy Digital Experience:** Delivers an ethical, equitable, and safe digital experience

3. **Clinical and Operational Integration:** The solutions fits seamlessly within an individual's larger healthcare context

4. **Administrative Efficiency:** Minimizes implementation and operational frictions

IMPACT V1C Core Competencies

Effectiveness

Trustworthy Digital Experience

Administrative Efficiency

Clinical & Operational Integration