



## **STANDARD OF CARE**

- The medical standard of care is defined as the level at which the average, prudent provider in a given community would practice. It is how similarly qualified practitioners would have managed the patient's care under the same or similar circumstances.
- Safe care is the bottom line.
- Application of guidelines but recognizing individual patient variations and need.

## **VIRTUAL MEDICINE**

- We recognize that pandemic brought many new challenges to medical practitioners. We have adapted patterns of providing care, primarily via the introduction of virtual medicine. As you conduct a chart review, we would like you to keep this in mind. You may be reviewing records of virtual visits which do not include a physical examination, where normally you may have expected this to be done. Please ask yourself if a physical examination would be critical for the evaluation of the patient, or if it could be safely deferred. If a physical examination was necessary, did the physician make provisions for this to happen, eg, by bringing the patient in to the office, or advising them to attend elsewhere?
- Virtual medical visits do not preclude the need for adequate documentation. The standards for medical record keeping still apply – the importance of recording the pertinent details about a presenting problem, or status of ongoing problems does not change. Objective observations will be reduced, but assessments and plans should still be recorded as they would be for in-person visits.
- We ask that you be fair, and be objective as you review care provided via virtual medicine.