Defining virtual-first care (V1C)

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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 includes, telemedicine, which typically involves remote engagement with providers, replacing in-person visits, and remains only episodic during a patient's ongoing care journey.
V1C characteristics

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)
- Use of biometric and other sensor technologies (e.g. blood pressure cuff, smartwatch)
- Dynamic patient monitoring capability
- 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)
V1C Core Competencies: Hallmarks of High Quality, Trustworthy V1C

1. **Effectiveness**: Produces outcomes that are valuable to key stakeholders

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

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

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

Learn more: dimesociety.org/the-virtual-first-care-coalition

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