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| **What is our GOAL?****(what are we trying to accomplish)** | **Change existing correspondence management protocol so patients no longer return for their results (ie face-to-face consultations to telehealth consultations).****Decrease number of patients presenting at practice.** |
| **What measures will we use? (i.e. data)** | Number of patients currently using telehealth.Number of patients currently visiting practice. |
| **How do we start:** | * Redesign correspondence management protocol to incorporate telehealth consultations to replace face-to-face follow up
* Team meeting to communicate QI with staff
* Setup appointment book in MD
* Teach clinicians how to use modified protocol with MD and PS
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| **Ideas from team meeting:** | 1. Redesign correspondence management protocol
2. Develop short video to train staff and avoid close contact with clinical team.
3. Create an appointment book for GP’s.
4. Ask patients if they’d be comfortable with this approach
5. Develop cheat sheet for clinicians to follow steps to conduct a consult and include explanation to patient.
6. Publish changes to results management process on Facebook to communicate the change to patients
7. Encourage all staff to advise patients of availability of telehealth consults.
8. Train ALL staff on changes.
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| **What will we try first:** | **PLAN:** How will we do it who, what, where and when? | **DO**Did we do it  | **STUDY**What happened? | **ACT**What is our next step? |
| **Design protocol, Setup new appointment book for GP’s, book and trial phone consultation process.** | **One GP to trial process** | **Yes** | **Successful**  | **Include SMS reminder and ensure patient is available / check mobile phone number is correct.** |
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