

# Best Practices for Virtual Patient Engagement

The COVID-19 pandemic has shifted many patient engagement activities in health research online. The following practices offer strategies for research teams to uphold the values and principles set out in Canadian Institutes of Health Research's Strategy for Patient-Oriented Research while patient partners **#stayhome**.



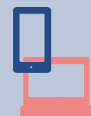
Set **engagement goals** and provide resources needed to achieve them.



Provide adequate **time** to review materials and assign **clear** roles and expectations



Use **tools** suitable to patients' comfort level & access.



Provide how-to guides, practice runs and tech **support** in real time.



Provide **help** from translators, caregivers and assistive devices.



Provide **person & culture centred supports** for diverse patient engagement.



**Respect** patients' time, availability, health and family care needs.



Utilize a round-table format for calls and **check-in** with patients during & after event.



Schedule regular contact even if there are no project updates & **listen** actively and compassionately to patient concerns.



Use platforms and settings that connect people and **encourage interaction**.



Utilize privacy settings and passwords for events to **protect** patient identity.



Incorporate **etiquette** for introductions, turn-taking and audio/video (e.g. cameras).



Saskatchewan Centre for Patient-Oriented Research