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Appendix 1. Example of a patient-friendly pre-encounter checklist.

Equipment needed for an Orthopaedic virtual encounter that may include an examination?

- Access to a virtual encounter-capable device (smartphone, tablet, or a computer with microphone, camera, and speakers).
- Installation of the virtual encounter platform.
- Optional: please request assistance from our virtual encounter desk and/or run the downloadable system compatibility software.

Prepare for orthopaedic virtual encounter:

Please complete the following at least one day prior to the encounter

- Activate your account on the institutional website to receive virtual support and ensure that all software and hardware is virtual encounter compatible.
- Download the institution-specific virtual encounter application if using a smartphone or tablet.
- Complete pre-encounter check-in and survey.
- Ensure that the encounter platform has been installed and utilize the test-run feature to ensure satisfactory audio and video input and output (i.e., check the camera and microphone on your device).
- Disable internet browser popup blockers.
- Upload the photos requested by your physician through your institutional account, or any other material you feel may be of value (scanned documents, radiographs or other imaging, images taken during previous encounters, etc.).
- Download the step-by-step video guides to conducting virtual encounters on your computer/mobile application.
- Download and view all videos outlining possible examination maneuvers that you may be asked to perform.

Use PreCheck-In to

- Verify and update demographics such as a home address, email address, and phone numbers.
- Verify and update medical information such as medications, allergies, and current health issues.
- Verify and update insurance information and upload your insurance card image.
- Pay your insurance copay with a credit or debit card.

- Electronically sign required forms or documents.
- Complete pre-visit health questionnaires (for video visits, this is an optional step after PreCheck-In is complete).

Visit Outcomes

- Just like an in-person visit, this virtual encounter will be documented in your medical record along with any associated findings, diagnoses, requested investigations and/or recommended management and orders.
- You can always communicate with your care team before, during and after the visit.