

OVERVIEW OF VIRTUAL CARE TEAM CONFERENCES

OCSHCN's goal is to improve the care for medically complex children, birth through 21 years of age, through a family-centered, culturally responsive, comprehensive, multi-specialty virtual-care-team conference service. This dynamic service will allow the opportunity for physicians and families to communicate more effectively.

VCTC is a real-time interactive communication using your phone, tablet, or computer.

Conferences are unique and can include the family, primary care provider, subspecialty physicians, therapists, school personnel, and/or other advocates as necessary.



TO SCHEDULE A CONFERENCE

Contact the VCTC Coordinator
Monday through Friday
8:00 AM and 4:00 PM.

(502) 429-4430, extension 2089

(800) 232-1160, extension 2089

Kentucky Cabinet for Health and Family Services
Office for Children with Special Health Care Needs
310 Whittington Parkway, Suite 200
Louisville, KY 40222
Phone: (502) 429-4430 or (800) 232-1160
FAX: (502) 429-4489
<http://chfs.ky.gov/agencies/ccshcn>



Find us on Facebook at KY Office for Children
with Special Health Care Needs

Virtual Care Team Conferences for Children with Medical Complexity



INFORMATION FOR PROVIDERS



The Kentucky Office for Children with Special Health Care Needs (OCSHCN) has a mission to enhance the quality of life for Kentucky's children with special health care needs through quality service, leadership, advocacy, education, and collaboration.

VIRTUAL CARE TEAM CONFERENCE "VCTC"

A virtual care team conference is the same as a face-to-face meeting but you do not have to be in the same room. Using a computer, phone, or tablet the provider and care team will facilitate the development of a plan of care.

WHO NEEDS A SHARED PLAN OF CARE?

- Children with chronic, complicated health conditions
- Children who are affected by a combination of health and other factors (social, financial, or cultural forces)
- Youth and young adults moving towards adult health care and more independence
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HOW A VCTC RESULTS IN A SHARED PLAN OF CARE

- Families and professionals participate in a shared care planning session
- Medications are reviewed
- Treatment options are clarified and questions are answered
- The unmet needs of the patient are identified and discussed
- Goals are identified
- A written plan is developed to support the goals

CHILDREN WITH MEDICAL COMPLEXITY WAGON WHEEL



The Children with Medical Complexity Wagon Wheel places your patient and their needs at the center of the VCTC experience — with input from a team of connected individuals which may include:

- Parent/Caregiver
- Primary Care Physician
- Specialty Physicians
- Behavioral Health Specialists
- Insurance Providers
- Therapists
- School Personnel
- Family Advocates
- Social Workers
- Nutritionists
- Interpreter
- Care Coordinator

The family of a child with a medical complexity has an opportunity to discuss the overall plan of care with the providers.

PARTICIPATE

YOUR PART

- You will need to have a device with a camera (computer, tablet, or smart phone) and access to the internet.
- Contact the VCTC coordinator to make a referral *
- Provide the coordinator a list of participants and topics of for discussion.*

**Referring provider only*

VCTC COORDINATOR'S PART

- Set up a conference date and time
- Invite participants
- Facilitate the conference
- Document the conference
- Distribute a written summary to participants

HOW DOES THIS HELP YOU?

- Builds professional bridges
- Addresses the need of your patients and their families
- Strengthens local systems of care
- Gives you a better picture of the children and families you serve