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.

Source: https://impact.dimesociety.org/v1c/
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.

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.

SOURCE: virtual first Medical PrActice CollaboraTion (IMPACT)
impact.dimesociety.org
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)
- Patient self-report (e.g., symptom survey, pain scale)
- Technical support to accommodate literacy, language, access, and technological barriers to adoption
- Care navigation support
- Caregiver support (e.g., app with resources)
- Dynamic patient monitoring capability
- Personalized digital content supporting individual education and self-management in their health journey

SOURCE: virtual first Medical P/Action Collaboration (IMPACT) Impact.dimesociety.org
V1C Core Competencies: Hallmarks of High Quality, Trustworthy V1C

1. **Effectiveness**: Produces outcomes that are valuable to patients, providers, and payers (key stakeholders)

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

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

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

Source: [https://impact.dimesociety.org](https://impact.dimesociety.org)