Supplemental material

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Clarify policies
- CPSA: minimum in-person visit standards; recommended video-conferencing platform
- CMPA: medico-legal standards for choice of modality disagreements
- Alberta government/AMA: billing parity; subsidies for video-conferencing equipment

Revise triage pathways
- Adopt indications for in-person versus virtual visits and frequency (see Table 3)
- Create "advice-only" triage category

Develop EMR nephrology patient portal
- Data entry portal for medication lists and biometric data (BP, weight, blood sugars)
- Educational resources (BP measurement technique, definitions/prognosis/self-care advice for CKD, patient advocacy group links)
- Pre-visit questionnaires and survey tools (e.g. Kansas City Cardiomyopathy Questionnaire)
- Frequently asked questions

Support video-conferencing
- Install video-conferencing equipment in clinic rooms
- Train clinic support staff to initiate and trouble-shoot viideo-conferencing appointments
- Consider "virtual only" clinics to consolidate bookings

Measure quality of care
- Finalize prioritized outccome, process and balancing metrics
- Centralize and automate data access via the AKC-N Quality Improvement Committee and SCN

Supplementary Figure 4: A blueprint for safe and effective integration of virtual care in Alberta Kidney Care Program