

Telemedicine Provider Guide

Pre-Visit

Appropriate Environment:

- Quite, confidential, and distraction free
- Appropriate lighting –keep lighting overhead or in front of you
- Be aware of your background-have a blank wall behind you

Technology

- Ensure device has enough charge or is plugged in
- Adjust angle of camera so you fill as much of the screen as possible
- Avoid unnecessary apps /programs being open on your phone/tablet-may reduce quality of video

Audio

- Mute/turn off possible noisemakers
- Check for air noses such as a fan/AC unit
- Microphone not blocked and volume on

Visual

- Dress professionally
- Wear neutral colored clothing without detailed patterns
- Jewelry should be small and not distracting

General

- Be on time
- Have patient's chart readily accessible
- Review chart including chief complaint and medical history before hand

Patient Encounter

Introduction

- Speak slowly and clearly in the direction of the camera
- Provide your name and title
- Confirm patient is the same person on the chart
- Confirm patient can hear and see you
- **Confirm that the patient is currently physically located in Pennsylvania**
- Identify other members in the room
- Review any concerns about telemedicine visit
 - Assure patient that information is secure
 - Be clear about what can/can't be done over telehealth

Telemedicine Provider Guide

How to display empathy virtually

- Thank the patient for inviting you into his/her home
- Acknowledge verbally that you are listening

Covid-19 specific phrases

- If patient wants to be tested and does not meet criteria, you can say “we don’t have enough test kits. I wish it were different”
- If patient wants to be physical seen and does not need to: “I imagine you are worried and want the best possible care. Right now, the clinic/hospital has become a dangerous place unless you really, really need it. The safest thing for you is to stay home.”
- For more phrases go to: <https://www.vitaltalk.org/guides/covid-19-communication-skills/>

Nonverbal communication can help ease the unfamiliar setting of video visits

- Welcoming body language
- Appropriate tone and pace
- Good eye contact with the camera to appear that you are directly looking at the patient
 - Do not look at your picture on the screen
- Avoid too much movement
 - Small movements are amplified on the camera

Interview

- Conduct as if patient was physically present
- Inform the patient if you are breaking eye contact to review records or document

Closing the visit

- Verbally review next steps
- Verify patient has asked all his/her questions
- Clearly discuss and document the plan for follow up visit
- If the patient requires emergent/urgent referral, clearly inform the patient that you recommend an in-person visit (clinic, urgent care, ER) and clearly document this in the discharge instructions
- Be sure to document your recommendations in the After Visit Summary (AVS)
- Inform the patient that these recommendations are in their MyChart Account