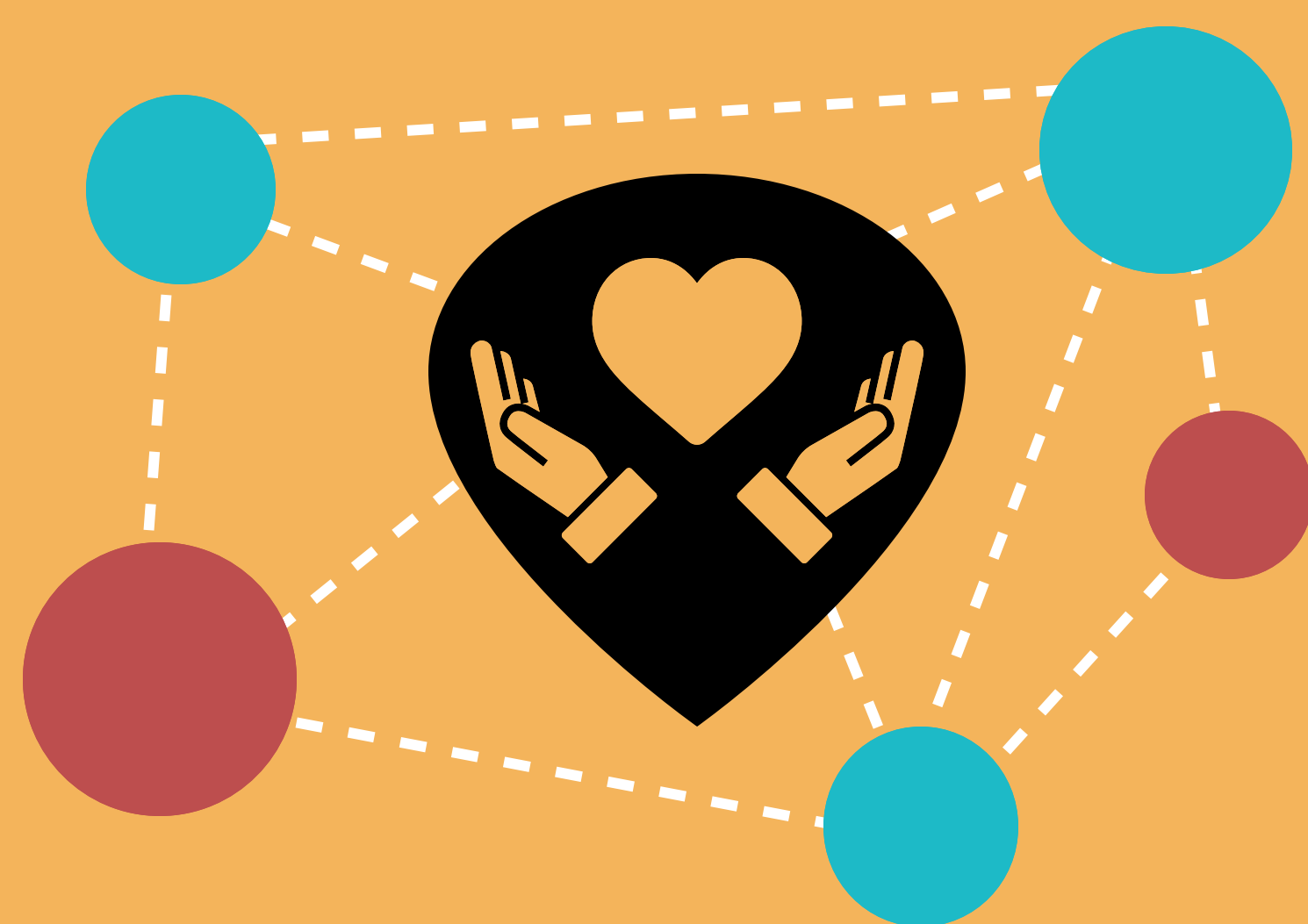
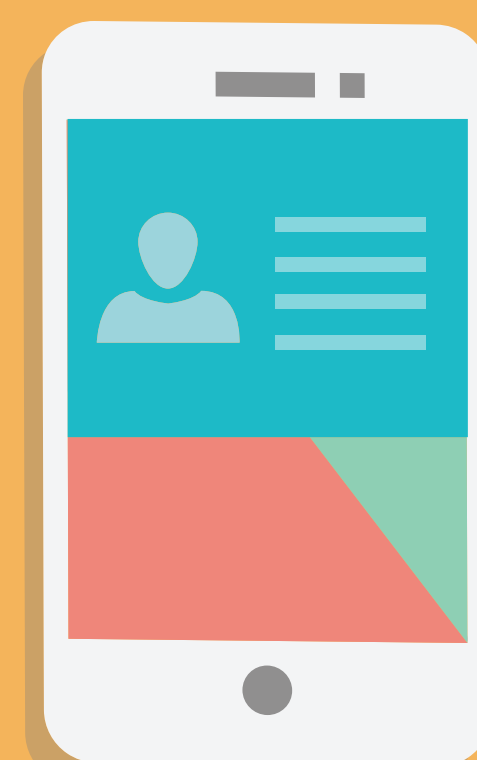


Telehealth Interactions



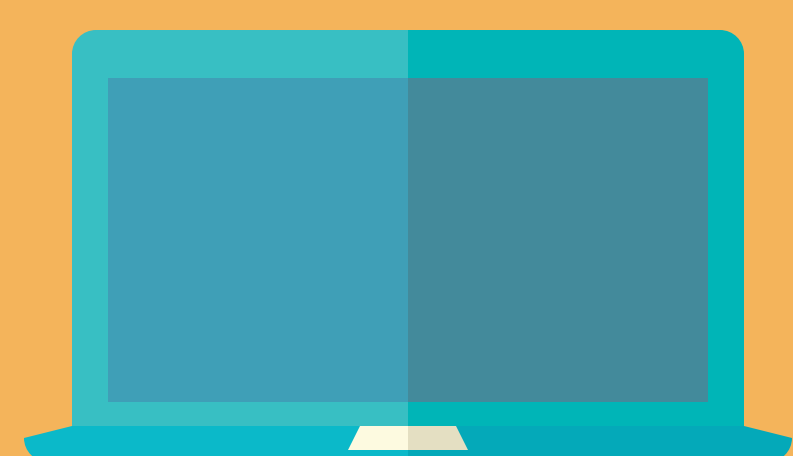
Basic Telehealth Etiquette

- Be sure to introduce yourself and establish a connection.
- Confirm sound and video quality are working for both parties.
- Place camera at eye level to mimic eye contact and have your head and shoulders fill most of the screen.
- Make sure your face is lit from the front with warm soft light.
- Be sure your background is clutter free with no distractions.
- Be in an isolated area/room with a closing door. If you can not, maximize privacy.
- Come prepared for the appointment with an idea of what will take place and be discussed.
- Understand there may be lag time and keep it in mind.



Child Engagment

- Make sure you or a guardian explains to the child how the visit will go.
- Typically distractions are not desired, but for a young child that needs examined, a fun virtual background could be used to hold their attention towards the screen.
- When needing to discuss with a guardian, guardians should have a book or quiet toy for the child which is useful for minimizing interruptions.
- Visits can greatly benefit children dealing with behavioral health, easing the stress of talking with a stranger.
- For teenagers, it is good to remind them about their autonomy and take time talking with them without a guardian present.



Provider Specific

- Dress professionally in neutral colors.
- Follow usual regulations and HIPAA guidelines, some have been altered during the public health emergency.
- Be punctual, alert them when you are ready to start so they are not waiting.
- Communicate when you need to look away from the screen.
- Notify patients of privacy risks there may be as a result of using telehealth.
- Establish if they are alone or comfortable discussing information with whomever is present.
- Be sure to practice with the platform you are using multiple times to establish understanding.
- Develop back up plans for technical assistance in case of loss of connection.
- Use this time to evaluate the living situation of your patient to gain a better perspective on their health.
- Be clear and specific with post-appointment instructions for the patient. Is there a referral? A follow-up? A prescription? Or no further action required?
- Get feedback from the patient on how the telehealth visit went.



NOTE: It is always important to remember that each visit will vary and every practice will have its own unique patient needs. Meeting these needs should be reflected in the telemedicine visit process.



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