



Provider Etiquette While Conducting a Telemedicine Visit

While telehealth is becoming more prevalent in health systems, video conferencing etiquette can be a challenge to many physicians. Follow these tips to ensure your telehealth visits are successful!

Always Start with High-Quality, Reliable Equipment

Ensuring your camera and microphone provide clear sound and video will help you avoid any miscommunication.



Create a Professional Environment

While you may not be conducting your telehealth visit from your office, make sure to set up a professional space for visits - this should be private, neat, and non-distracting for the patient.



Clear Communication is Key

Maintain eye contact with your patient by focusing directly on the webcam. Regularly nod and ask as many questions as possible to keep your patient engaged.

If you need to look away to take notes, let your patient know that you are continuing to listen, but also documenting notes for the appointment.

Remember that the patient can only see what is in view on their screen and may not see that you are taking notes. Without communication, they may think that you are ignoring them.

Have Clear Instructions Before Ending the Visit

Patients may not always know what the next steps are after hanging up at the end of a telemedicine appointment. Be clear and direct with any instructions, including if there are prescriptions being filled, or if they need to schedule a follow-up appointment.