



Best Practices for Providers Offering Telehealth Services

Key Considerations to Maximize both the Patient and Provider Experience

Understanding the Basics

- How to properly interact over video.
- Ensure your office or exam room does not have significant back light.
- Ensure you are in a private room free from distractions
- Look directly into your webcam.
- Dress professionally and wear your ID badge.
- Ensure you are on Wi-Fi.



Patient Connectivity

- Who on staff is responsible for contacting the patient in advance to walk them through how to access their virtual appointment? Is there an established number for patients to call if they experience technical issues?
- Does the patient have the appropriate technology or access to a scale or BP monitor to take their own vitals?

Have a Backup Plan

- Make sure you have the patient's phone number on file in case the connection fails.
- Have a staff member contact the patient in the event you are running late for your visit.
- Have IT support available to assist if connection issues occur.
- Do other members of your team need to join the visit? Was this discussed in advance?



Webside Manner

- How will you engage your patient and make them feel at ease? Maintain the same standard of care as an in-person visit.
- Check in during the visit and afterwards – did the patient struggle with this type of communication? A post-visit survey may glean helpful feedback for improving the patient experience.
- Pay attention to aspects of an in-person visit that do not easily come across virtually such as weight decline, shortness of breath, etc.
- Verify before the visit ends that the patient's priorities were addressed.
- Let the patient end the visit first.

Standardize your Workflows

- An integrated approach is best. Your telehealth solution should integrate with systems already in place at your practice, including your EMR.
- Ensure you are properly documenting that the visit was done using telehealth.

For more information on telehealth, visit the AHI Telehealth Technical Assistance Center:

<https://ahihealth.org/telehealth-technical-assistance-center/#about>