Telehealth Visit Tips & Etiquette:

Before a telehealth visit:

- Practice to ensure you know how to use the equipment
- Confirm that the telehealth visit rooms are booked
- Plan to arrive 15 minutes before the telehealth visit, to test equipment and connections
- Place a sign, for the provider, on the door to indicate a telehealth visit is in progress

During a telehealth visit:

- **Camera position** - place the camera where you can establish eye contact with your remote participants (frame up a nice, head-on view of your face and shoulders when you're talking!)
- Seat facing the camera
- Maintain eye contact by speaking to the camera, not the screen
- **Lighting** – not too dark (no backlighting/no windows behind you that will silhouette you)
- Close blinds and use sufficient overhead lighting
- **Audio** – be sure you have the ability to quickly turn on/off the microphone (no dogs barking, phones ringing, etc.)
- Avoid background noise (e.g. coughing, clicking pens, shuffling paper, keyboarding, etc.)
- Keep the microphone close to the speaker and speak in a normal voice (i.e. do not shout or speak slowly).
- **Background** – should be simple and not cluttered (no doors, windows or distractions)
- Do not interrupt or talk over other speakers
- Keep phones silenced and do not use them during a telehealth visit
- Maintain good posture and limit background movement
- Introduce yourself and all participants at all sites
- Encourage locations to take turns when responding to questions
- Watch the monitor for participants who may wish to speak or ask a question
- **No eating** – or at least turn off your microphone and mute your video if you do!
- The focus should always be on the patient and not the technology

The bottom line with regards to behavior: do not do things you would not normally do when communicating in person with a health-care professional or patient.

Source: http://www.phsa.ca/Documents/Telehealth/VC_TipsandEtiquette_TR.pdf
Source: https://telemedicine.arizona.edu/blog/using-telemediquette-make-your-telemedicine-encounters-effective

(March 30, 2020)