TELEHEALTH
ETIQUETTE CHECKLIST

Helpful tips for delivering a positive patient experience

Telehealth visits are changing healthcare for the better. Even though they are becoming popular, video conferencing can be a challenge. Below are a few tips to ensure your patients are getting the most from your telehealth visits.

- Use only high-quality sound equipment (speakers, microphones, internet connection) for effective communication.
- Make sure your webcam is at eye level.
- Look directly at the camera, maintaining eye contact.
- Chose an appropriate space when hosting a telehealth visit (private, professional, quiet).
- Test your background. If the picture is too dark, try turning on overhead lights and blocking light from windows.
- Be punctual.
- Dress the same way you would for an office appointment.
- Familiarize yourself with your patient's information to make the visit easier and more productive.
- Let the patient know if you are intentionally looking away from the screen.
- Pause and leave a few seconds between sentences to allow for internet lag times.
- Be clear with post-visit instructions for the patient.
- Ask if they were satisfied with their telehealth visit experience.

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