

PHYSICIAN'S GUIDE TO STRESS-FREE TELEHEALTH VISITS

They don't teach you how to deliver telehealth services in medical school. With the drastic increase in demand for virtual healthcare, many physicians are learning how to navigate new technologies while still providing excellent patient care.

This guide helps you prepare for the "new normal." Read on to learn how you can reduce the stress of telehealth visits.

- ❑ If you're holding a video telehealth visit, check your camera, microphone, and speakers to avoid wasting time trying to fix problems during the visit.
- ❑ If you're holding a video telehealth visit, look at the camera, so the patient will feel as though you're looking at him or her.
- ❑ Put the patient at ease by greeting the patient with a warm, sincere smile, remembering that for many patients, this may be their first telehealth visit ever.
- ❑ Enable a [digital waiting room](#) so that the next patient won't enter the video conference before the appointment is over.
- ❑ Have the patient's file open in front of you before the appointment, so you don't waste time looking for pertinent health data.
- ❑ Hold the meeting in a space where [confidentiality is ensured](#). If you're not sure you can find such a space, use headphones to prevent other people from hearing the patient.



- Schedule patients so that you have time to make notes in the first patient's chart before moving on to the next patient.
- Close all unnecessary background applications. They are distracting, and they can also drag down the quality of the video.
- If you have a choice, use an Ethernet cable over Wi-Fi. The audio and video quality will be better.
- If you're not talking, consider muting yourself so that the patient won't hear any background noise. Just remember to unmute yourself when it's your turn to speak.



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