

TELEHEALTH DOS AND DON'TS FOR BETTER PATIENT EXPERIENCES

More patients are using telehealth than ever before. However, that doesn't mean that all of them are having a positive experience.

Healthcare providers play an important role in improving the patient experience during telehealth visits. We've created a list of dos and don'ts for providers that will improve patients' experience with telehealth.

Dos

- Pick the right healthcare communications platform. Choose one that supports a variety of contact methods (video, audio, text, email) that meets your [patients' needs](#).
- [Practice](#) until you feel comfortable with the solution. You want your patients to feel confident in your skills as a practitioner and as someone who delivers telehealth services.
- Treat telehealth the same way you would treat an in-person visit. Review the patient's chart beforehand, make eye contact (look at the camera and not at the patient's picture), hold the visit someplace quiet, and dress professionally.
- Pay [close attention](#) to your patients. If you're using video, look closely at your patients to see if there are any visible physical symptoms. Even if you're calling patients over the phone, listen carefully to how the patient sounds. You don't want to miss something because the patient isn't in the room.
- Put the patient at ease. Some patients aren't comfortable with the idea of telehealth. Get a sense of what they're going through at the outset of the appointment, so you can help them get the most out of the telehealth visit.



Don'ts

- Don't choose a healthcare communications platform that limits the way your patients can communicate with you. Not everyone wants to, or has the bandwidth, to hold video calls, while some people would prefer being able to see their provider if they don't have an in-person appointment.
- Don't think that telehealth is a passing fad. [Patients today](#) want telehealth services, and 69% want to communicate with their providers through secure email, 70% want to receive reminders when it's time for their next appointment, and 49% want to communicate with their provider through video chat.
- Don't hide the fact that you're offering telehealth services. Publicize them through social media, emails, phone calls, and fliers.
- Don't be vague about what kind of telehealth services you're offering. [Telehealth](#) encompasses a wide variety of services, and you want to be clear about what services patients can expect from you.



Offering telehealth services can help you reach out to your community in a way that's convenient and cost-effective for your patients, while still growing your revenues.

Deliver the ideal patient experience and grow your practice at the same time.

See how cloud communications are transforming healthcare. Get the demo.

RingCentral

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Get the demo



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