



# ETIQUETTE

**ENVIRONMENT** Location of the virtual visit – make sure both sites have adequate lighting, privacy, connectivity, and background.

**TRAIN & PREPARE** Prepare, prepare, prepare – Ensure you are prepared to conduct the visit and the patient is prepared and trained on what to do during the visit.

**INTRODUCTIONS** Introduce everyone at both sites – make sure the patient is in a private location or that family members in the virtual ‘room’ have permission to be there during the visit. If you have students, other health care team members at your site, be sure to introduce them and that they follow the same guidelines regarding verbal and non-verbal communication.

**QUALITY OF COMMUNICATION** specifically non-verbal and verbal communication - Non-verbal communication can build rapport between the provider and the patient. Think about eye contact, body language, facial expressions, etc.

**USE BEDSIDE MANNERS** Think Bedside Manner – providers have to work a little harder to engage with patients via telehealth.

**ENGAGE in CONSULTATIONS** Specialty Consults – When conducting a visit from one health care facility to another.

**TECHNOLOGY** Have a backup plan for when TECHNOLOGY fails even with adequate preparation.

**TAKE TIME** to provide appropriate plan for FOLLOW UP. Appropriate follow up care is provided. - make sure the patient knows next steps in their plan of care and if they need additional in person or virtual appointments.

**ENSURE** you’ve logged off after the visit.