

Telehealth Visit – Getting Started (for Providers)

[Insert Office Name Here]

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| **Audience:** Clinicians performing telehealth visits |
| **Revision Date:** 6/15/2020 |
| **Version:** Version #1 |
| **COVID-19 Response Team Owner:** Clinical Operations |
| **Date of Last Review:** 9/30/2020 |

Purpose:

To provide our clinicians a quick reference for conducting video visits.

Preparing for your Telehealth Visit

**Creating a Professional Setting:**

Ensure the webcam is positioned correctly so that you can maintain eye contact with the patient (see illustration of camera position.)

Ensure the EHR is available for quick reference but minimize data entry during the visit

Ensure appropriate lighting, especially so patient can see your face. It’s better to have light in front of you than behind you.

☐ Ensure that your audio configuration avoids feedback noise. Make sure that audio is only being produced by a single device on your end.

Minimize background distractions (noise, visual commotion)

Wear professional attire (+/- lab coat)

**During the visit:**

Confirm with patient that the audio and video presentation are acceptable

Utilize standard scripting to initiate the visit

Maintain eye contact with patient throughout the visit

End with a clear close and a **Thank You!**

**Patient Privacy:**

All examinations of sensitive areas should be conducted in an in-person visit with a chaperone present. Please refer to current guidance on use of a chaperone and patient privacy. Please discourage a patient from sharing images of the breasts, buttocks, or genitalia during the tele-visit unless the provider deems it is necessary AND chaperone is present.