

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.