

## RESOURCE GUIDE

# Telehealth Etiquette Tips: Mind Your Webisode Manner

TEXLA TELEHEALTH RESOURCE CENTER &  
THE F. MARIE HALL INSTITUTE FOR  
RURAL AND COMMUNITY HEALTH



## ABOUT TEXLA TRC

*The TexLa Telehealth Resource Center at the Texas Tech University Health Sciences Center provides technical assistance, outreach, and education to advance telehealth across Louisiana and Texas. TexLa is a proud partner of the National Consortium of Telehealth Resource Centers.*



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The recent surge in telemedicine has been critical to health care during the COVID-19 pandemic and public health emergency. The rapid uptake of telemedicine in the health care community has the potential to uncover some “not-so-best practices.” Here are few tips for telemedicine etiquette to avoid mishaps on video in front of your patients.

### VIDEO

- Is your location private? Remember patient privacy requirements may be affected on both the provider and patient side of the encounter.
- Consider your lighting. Will the patient be able to see your face clearly? Closed blinds and lighter colored walls can enhance video and reduce glare.
- Maintain professional attire. The patient may be more comfortable with this type of care if your appearance is what they would expect to see in your clinic.
- Remember to maintain eye contact by looking at the camera more than at the patient on your screen.

### TECHNOLOGY

- Audio and video quality can make or break a successful visit. Look for quality speakers and camera to ensure clarity.
- Look for a platform that supports easy access for patients and has features to enhance your workflow. A platform may provide a virtual waiting room for the patient, for instance.
- Headphones may enhance privacy and can help improve audio.

### COMMUNICATION

To ensure that you and your patient have the best telemedicine experience, be prepared. Review patient records as you would with an in-person visit – before connecting.

You should also avoid visual distractions during a telemedicine session. Take measures to eliminate the distractions that may come with:

- Pets
- Background clutter
- Passing staff or family members
- Surfing or working during the visit
- Slouching or fidgeting

Learning to establish rapport over the internet with both patients and healthcare providers takes time, practice and patience. Don't worry, though. TexLa TRC is here to help you make the transition.