

Telehealth Communication Tips for Phone/Video

<p>Preparing for the Visit</p>	<ul style="list-style-type: none"> • Review patient’s interim history • Avoid noisy areas/distractions • Invite caregiver and other team members from the office staff as needed
<p>During the Visit</p>	<ul style="list-style-type: none"> • If video: Ensure patient’s device and yours are aligned so you can see one another; try to match screen face sizes & retain eye contact • Ask whether the patient can see and hear you or whether adjustments are needed • Start with a warm greeting: “So nice to speak with you. Sorry this couldn’t be in person, but I’m glad we are able to meet safely.” • Set time limits: “We have about 15 minutes together today so I want to make sure we address your most pressing concerns.” • If documentation taken during the conversation: State that you will be typing the information during the visit and sharing notes in the patient portal following the visit, if available • Obtain list of ALL the patient’s concerns: “You’ve developed a cough and are concerned it could be COVID-19. That’s important to discuss. What else is on your list?” • Establish patient’s priorities: “Of all the things you’ve listed, what are the most important things for us to cover today in the time we have?” • Remain actively engaged; use verbal acknowledgements such as “okay”, “all right”, and “understood” • Speak slowly and clearly; keep information brief; pause for questions or elaborations
<p>Closing the Visit</p>	<ul style="list-style-type: none"> • State your clinical goals: “Since I’m not likely to see you in person in the near future, what refills will you need?” • Assess understanding: “I have given you a lot of information today and want to ensure your understanding. What questions do you have for me?” • Explain next steps and thank the patient for making a virtual visit