

## Have a Successful Video Visit

This tip sheet will assist you with what questions to ask, and how to connect with patients and their families for a Video Visit which is beneficial to everyone involved.

### Is Your Patient a Good Fit for a Video Visit?

It's up to each clinician to get enough data to make appropriate and defensible medical decisions. If this is not possible with telemedicine, please do not use telemedicine

- You do not have to duplicate your usual in-person exam... get creative, it's ok!
- Do not provide telehealth when a patient/parent is driving!

Important factors to consider for home video visits:

- Does the patient/family have access to the internet and a computer or mobile device?
- The need for vitals
  - What is the patient/family's ability to obtain necessary vital sign data?
- The need for in-person testing
- Any physical exam needs
- Whether or not the patient is verbal
  - It's easier when your patient can talk, but not essential
- What is the patient/family dynamic?
  - It's more difficult to control the patient's home environment, but this may allow a better understanding of the home situation

### Tips for an A+ Webside Manner

- Verify the patient using 2 patient identifiers at the beginning of the visit
  - Full name
  - DOB
- Position your camera close to the screen
- Be aware of lighting on both your side and the patient side
  - Ask the patient/parent if you are clear with no glare on the screen
  - If there is a glare on the patient/family end, ask them to close blinds, adjust the camera angle, or move a lamp
- Assure there are no disruptions on your side during the visit
  - If there is background noise or activity on the patient/family end, let them know it's keeping you from fully focusing on their care
  - Provide suggestions on what may need adjusting for complete focus

## All CHCO TELEHEALTH PROVIDERS

- Introduce everyone in range of the microphone from your side
  - This is especially important for off-camera attendees
- Ask the patient/family to introduce everyone in their room
  - This is especially important if anyone is off camera at their location
  - Pediatric patients must be with the parent to bill (unless the child doesn't need to be there for similar in-person care)
- Stay attentive and do not cover your camera or mute your microphone
  - This makes the patient/family feel you're not giving them your full attention
- Make eye contact with your camera, not the patient's eyes
- Be aware of typing noise
  - Typing can be loud if the microphone is close to the keyboard
  - It is ok to advise they may hear you typing but you want to accurately document the information you are receiving
- Keep a HIPAA-compliant workspace
- Assure an uncluttered view from where you are positioned
  - Check your self-view

