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| |  | | --- | | prepare to deliver | | KEep in MindThe first impression is critical While in a virtual visit every movement is magnified more than if you were in the same room with them. Facial Expressions & where you direct your eyes are important They are magnified on the patient’s screen. These give the patient clues to your thoughts and attitudes during the visit. Be aware of your environment Check your surroundings that may be visible to the patient. Remove personal items and clutter from view and straighten pictures, diplomas, etc. Use appropriate lighting and avoid being back lit. Adjust the camera so that it is eye level. Don’t Eat or drink during your video. Protect PHI during the visit Use headphones to protect audio from being overheard. Verbally disclose if you share an office. Close the door and consider using a “Do Not Disturb” sign to notify others. Use language that allows the patient to share their primary concern They may have some anxiety about the video visit. Consider phrases like “What worries you the most?” | | |  | | --- | | **Consider The****PAtient’s Experience**Look into the camera & smile. By clicking you are opening the door to the exam roomSit in a forward-leaning position. Speak clearly and naturallyLet the patient know that you have their medical record in front of youLook into the camera, not the monitor so you don’t appear to be looking above, below or to the sideLet the patient know if you turn away to documentThere might be a small delay when speaking or receiving information. Count to 3 before and after speaking to allow for the patient to hear and respond.Be clear about the next steps for the patient:“What questions do you have for me before w disconnect the call?”Close by reinforcing the value of the video visit:“I’m glad we were able to accomplish this in our visit today.” | |