

Perfect Your Telehealth Web-side Manner

With the delivery of care becoming increasingly virtual, interpersonal communication is essential now more than ever. Check out these exclusive tips for amping up your web-side manner!

Pre-Patient Visit

- 1 Join the call in a clear, well-lit area.
- 2 Keep your webcam at eye level.
- 3 Dress professionally.
- 4 Keep technical support contact info nearby.
- 5 Close unneeded applications to enhance video quality.
- 6 Prepare by reviewing charts.
- 7 Test your equipment and connectivity before the call.



During Patient Visit

- 1 Move your camera to show head & shoulders.
- 2 Use good posture.
- 3 Establish an alternative way to connect if needed.
- 4 If you need to look away from the camera to update a chart or review data, share what you're doing.



Introduce yourself: Share your role.
Be relatable: Share your experience delivering care virtually.
Demonstrate empathy: Use verbal or nonverbal cues.
Explain yourself: Does the patient need follow up care?

Avoid:



Medical jargon



Eating/drinking



Fidgeting



Clutter

Allow patient to end session first

Post-Patient Visit

- ✓ Confirm next steps.
- ✓ Send follow up notes.
- ✓ Inform patient on how to reach you.
- ✓ Schedule follow up.
- ✓ Ask for feedback.

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Any questions? Contact your Jackson & Coker recruiter or call 800-272-2707 and ask for the Telehealth team.