

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

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- 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

