

TELEHEALTH VISIT PATIENT CONNECTION DOS AND DON'TS

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DO

- ✓ Be confident
- ✓ Be caring
- ✓ Be interested

CONNECTING ACTIONS

Project a warm, friendly tone

DON'T

- ✗ Bring anxiety
- ✗ Speak too quickly
- ✗ Look distracted

- ✓ Lean forward
- ✓ Stay focused on the patient

Maintain body position

- ✗ Lean back or rock in your chair
- ✗ Fidget or flick your pen

- ✓ Tell the patient if you need to look away

Maintain eye contact

- ✗ Look off-screen or down without telling the patient why

- ✓ Ask how the patient is holding up
- ✓ Validate how the patient is feeling
- ✓ Share "we are in this together"

Engage in small talk to create ease

- ✗ Fail to personally connect with the patient in the beginning
- ✗ Overlook the patient's emotional state
- ✗ Jump too quickly into the clinical history