

RIPIT

FRAMEWORK FOR A SUCCESSFUL TELEHEALTH VISIT

RAPPORT

- The first few seconds are critical. Smile, project a positive tone of voice and make eye contact that says you are glad to see them
- Be mindful of patient fears as you begin a visit
- **"...I know COVID is all-consuming for so many...how are you holding up?"**

INTRODUCE

- Position yourself, your team, and your organization well as many patients will be new to you
- **"I am a family medicine physician and have been with the group for the last ten years, specializing in treating patients like you...we have a great team and you are in good hands."**

PERMISSION

- Confirm permission for visit, patient identity, and visit privacy
- **"Let's confirm your name and date of birth. I also want to get your permission for this visit and confirm that you are in a place where only the people you want in the room with you are there."**

IDENTIFY

- Identify the patient's principal concern at the top of the visit
- **"I want to make sure we cover your number one concern. Let me know what you most want from today's visit..."**

TIME

- Convey the time of the visit
- **"We have about 15 minutes together...so let's dive in..."**