

WISDOM FROM THE ROAD

TELEHEALTH TIPS AND TRICKS FEATURING DR. STEPHEN BEESON AND DR. SHERRY KROLL

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TIPS FOR ENHANCED EXPERIENCE

- **Adjust your screen** to ensure proper eye contact
- **Add your picture into the frame** of the screen to help you to monitor your body language and facial expressions
- **Share your screen with your patient to navigate the medical record together**
 - **For New Patients-** Build the chart together
 - **For Established Patients-** Review labs, reconcile medications lists, review the problem list, and document your note together
- **Share your screen to help you:**
 - Reduce the amount of times you look down or away from the patient
 - Help patients have a better understanding of what you are doing as you navigate their chart and document notes, all while listening and responding to them



TIPS FOR ENHANCED CONNECTION

- **Be an active listener**
- **Be careful not to interrupt** or speak over the patient
- **Address and validate patient fears**
- **Recognize and respond to patient frustration-** This a new and sometimes intimidating process for many patients
- **Be vulnerable** with your patient regarding the new process. Try saying something like, *“I completely understand how this process can be. This is a new difficult process for me too; it is nice we can learn together...”*
- **Seek opportunities to comment and compliment** the patient’s home or environment. Try saying, *“Thank you for inviting me into your home...”*
- **Take advantage of opportunities to interact with family members and pets**
- **Invite and allow the patient to disconnect from the call first** to avoid accidental or premature hang-ups