

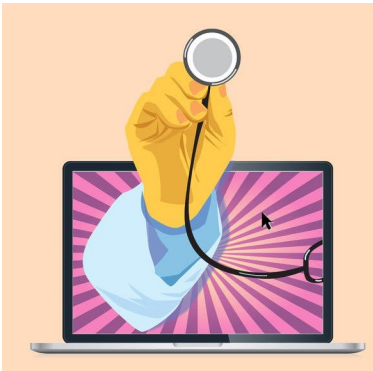
# TIPS TO IMPROVE YOUR WEB-SIDE MANNERS

The purpose of this document is to offer providers information to enhance virtual health visits that will improve patient experience.

## Technology



- ◆ Be familiar with virtual platforms and associated technologies
- ◆ Information Technology #\_\_\_\_\_
- ◆ WiFi and Electric/battery life secure
- ◆ Visual and sound check for every patient encounter



## Staging & Framing



- ◆ Setting—Tidy and welcoming
- ◆ Camera is in a level balanced position
- ◆ Professional appearance proper and modest dress code
- ◆ Non-verbal awareness— Pleasant expressions and positive energy. Smiling is allowed.

**Open the Visit:** Address patients by their names often; Introduce yourself and explain your role; maintain eye contact by looking into the camera lense; ensure you prepared for the patient visit.

*"Good morning Maria! Can you see and hear me well? My name is Dr. Care and I appreciate you taking time to see me and welcoming me into your home today. Is this still a good time to meet? Great, are you feeling safe and comfortable to continue the conversation?"*

*"I reviewed your medical history. I see you are having headaches. Let's talk for a few moments to share information to help you make the right health decisions. In your words describe . . ."*

**Compassionate Care:** Non-verbal awareness; Ask open ended questions that allow patients to share their story and symptoms; Validate your patient's concerns; Acknowledge you are listening.

Assess and monitor patient energy level, facial expressions, rapid breathing, tone, speech pace.

*"Mr. Markus, I hear concern in your voice. Tell me more about how you are feeling."*

*"Rate your pain Jenny, on a scale of 1 to 10. Ten being the most pain you've ever had in your life."*

*"I want to make sure I capture your story accurately Miss Jacob, so I'll be typing as we talk."*

**Close the Visit:** Ensure patient understanding utilize the TeachBack tool; Summarize the visit; Confirm next steps; Express appreciation.

*"Mr. Davis, I want to make sure I did a good job explaining your blood pressure medication change. Please tell me about the change in your own words."*

*"Jay, we talked about how to manage sleeping habits. Let's schedule another visit in two weeks, so we can talk about how you are doing. Josie will help set that up for us."*

*"Have I addressed your concerns for today Mrs. Lima? Thank you for meeting with me virtually."*