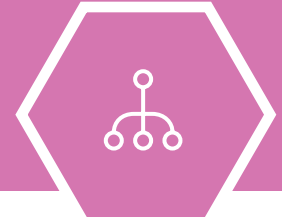


# Telehealth Visit Etiquette Checklist



This checklist is intended for clinicians and care team members who will be hosting the telehealth visit to ensure that the professional standards of in-person care is maintained in a virtual environment.

The list below is not exhaustive but rather some key considerations to make when preparing to conduct telehealth visits.

## TELEHEALTH VISIT ETIQUETTE CHECKLIST

- Environment**
  - Ensure privacy (HIPAA)
  - Clinically appropriate exam room location, size, and layout
  - Avoid background noise
  - Adequate lighting for clinical assessment
- Equipment**
  - Desktop computer vs. tablet
  - High-speed internet
  - Web camera
  - Microphone
  - Dual screens for EHR documentation note taking
  - RPM dashboard (if using)
  - Headphones
- Dress**
  - The same level of professional attire as in-person care
- Communication**
  - Turn off other web applications and all notifications
  - Review patient complaints and records before beginning call
  - Adjust webcam to eye level to ensure contact
  - Narrate actions with patient (If you need to turn away, look down to take notes, etc.)
  - Verbalize and clarify next steps, such as follow-up appointments, care plan, prescription orders
  - Pause to allow transmission delay
  - Speak clearly and deliberately
  - Choose empathetic language
  - Use non-verbal language to signal that you are listening