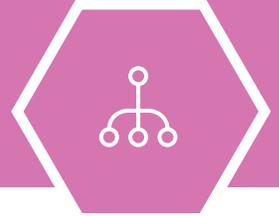


Telehealth Visit Etiquette Checklist



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