



## Provider Guidelines and Tips for a Telehealth Visit

**Re-create your office environment** as close as possible to your typical workplace. Your brain relies on the old structure that it recognizes, so re-creating that as much as possible helps with memory and decreases fatigue. Here are some ways to help you structure your work environment for delivering telehealth services when you are not in the office:

- Wear the same clothes you wear to the office.
- Use a version of a “Do Not Disturb” sign on your door to support a confidential space for you to work.
- Keep the same routines for camera and audio on and off – “off stage” and “on stage.”
- Do a video background check.
- Wear earbuds/headphones if you can – helps with fatigue.
- Who is your technology point person in case of a breakdown?
- Make sure your confidentiality is protected – Phone number/cell number, your workspace on screen, personal pictures or items.

### The virtual visit structure:

- Start the call with a check-in of location, surroundings, circumstances.
- Are patients/clients in a private place? – How would you ask this?
- Are you in a place you can speak openly and freely? Is their door shut? Are others in the room?
- Set a structure for your call, like your typical session/encounter – however, in a virtual environment we need to overcommunicate, verbalize and explain the steps in a more deliberate and conscious way. Telehealth providers can also verbally explain to patients how they are taking notes or interacting with the EHR to avoid confusion or dysregulation.
- Ask and check in with the client before switching topics – what was okay or baseline before may have changed in just a few minutes
- May need to switch to close ended questions: “Is it ok or better if I switch and ask you yes/no questions?”
- Schedule/coordinate follow up appointments in the same virtual visit; verify the date, and “location” – who is calling who and how.

### The virtual relationship:

- Use your creativity to engage and create a safe, friendly virtual space – chat about what you see in the background, meet any pets, or simply check in for a minute or two before attending to business.
- Create a confidentiality safety word – where you stop talking. For example establish a phrase like: “I need coffee”
- Create/recapitulate your workspace close to your typical session space
- Its ok for silence and slower paced communications– our normal rhythm and cadence of communications are disrupted in the virtual environment.



## Provider Telehealth Check List

Remember, since you are out of your normal workflow this checklist helps your brain work smarter not harder.

- What are you wearing, and how does it look on camera?
- Do Not Disturb sign
- Keep the same routine for camera audio on and off – off stage and on stage
- Do a video background check
- Wear earbuds/headphones if you can – helps with fatigue
- Who is your technology point person in case of a breakdown?
- Is your confidentiality protected? – Phone number/cell number, your workspace on screen, personal pictures

**Make this a ritual for each visit and it becomes your normal, comfortable routine.**