

Provider Video Visits Tips



Remote Location

- Clean area, clutter free
- Quiet location, no disruptions
- Non-public, **HIPAA** compliant

Appearance

- Professional attire, lab coat
- Dark colors present better on camera
- Reflect your organization's brand/image

Prior to Starting

- Set camera eye level in front of you
- Use a wired versus wireless connection
- Plug your device in versus battery power
- Close all unnecessary applications
- Natural light must be facing you, not behind you
- Know who to call for IT/Clinical support
- Review the patient HX/Problem beforehand

During a Virtual Visit

- Remember you are a guest in the patient's home
- Face the camera and make eye contact
- Address the patient by name
- Introduce yourself and your role
- Understand their problem - take a good history
- Recap the plan of care and treatment plan
- Solicit feedback from the patient/family

Building a Virtual Relationship

- Explain what you are doing as you do it
- Express empathy verbally:
 - Partner with the patient: "I'm here to help you"
 - Restate their situation: "It sounds like..."
 - Validate their concerns: "Yes, it is really hard to..."

Documentation and Billing for Virtual Visits

- Document the use of 2-way audio video in note
- Document patient's consent if not done electronically
- Maintain **HIPAA** compliance