

# Provider Etiquette Checklist

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A telehealth visit should mirror the etiquette and expectations of an in-person visit. Below are etiquette guidelines for primary care providers. Consider providing your patient with a 'patient etiquette' checklist to help them understand their role in a positive and productive visit

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- 01** Set a professional environment with dress, a badge and official background (business logo, diplomas, bookshelf etc.)
  - 02** Start an appointment with some small talk
  - 03** Take a moment early in the appointment to have both patient and provider adjust the environment including lighting, sound, face framing
  - 04** If the connection is delayed establish that provider not patient will adjust the cadence
  - 05** Establish commitment to privacy and inquire with patient about the privacy of their setting
  - 06** As often as possible look into the camera instead of at the image on the screen to best mimic true eye contact
  - 07** Make up for lack of body language by showing undivided visual attention and interested or empathetic affect when discussing a sensitive topic
  - 08** Remind patient that you will likely look away from the screen from time to time to chart
  - 09** Review the plan for future visits, follow up care and prescription information
  - 10** Show value in partnership with your patient by checking in with them about their experience and be open to feedback
  - 11** Convey a positive attitude around Telehealth, most specifically during frustrating or trouble shooting moments
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