



TELEHEALTH ETIQUETTE CHECKLIST

1. APPOINTMENT TIPS

- Test the equipment. Take time to experiment and practice with the platform.
- Know where to get technical assistance. Have the number for tech support nearby. Make a test run 1 week prior for any new site.
- Obtain contact information for all remote sites ahead of time, such as direct phone or mobile number in case of technical difficulties.
- Logos should be placed behind the provider at the distant site and behind the patient at the originating site.
- Adjust the camera so that you fill the screen as much as possible instead of also seeing your desk, chair, walls or floor.
- Have a trained or experienced person at each of the remote sites responsible for turning on the equipment and shutting it down. Telepresenters are easily trained. Check equipment 15 to 30 minutes before a session.

2. VIDEO PRESENCE TIPS

- Wear solid neutral colors. Avoid fluorescent colors or bright red or white. No detailed patterns. Keep jewelry small and non-distracting. Keep grooming items (comb, tissue, powder) nearby. Check yourself in a mirror before turning the camera on, especially after a snack or meal break.
- Keep your site clean and free of visual and auditory clutter. Turn off potential noise distractions such as cell phones, pagers and PA system, if possible.
- Close door of video room if near a high traffic area. Check lighting in the room. Close all drapes or blinds to prevent glare. Keep the lighting in front of you.
- Use natural gestures when you speak and avoid too much movement. Smile and talk slowly to the camera...not your reflection in the monitor. Do not doodle, yawn or chew gum.
- Always introduce yourself and what facility you are with once you are connected.
- Telepresenter will introduce everyone in the room on and off camera.

3. AUDIO TIPS

- Speak in your normal voice without shouting.
 - Check that there are not any airflow issues that affect the microphone (fans, ac units, open window)
 - Ask the telepresenter and patient if they can hear you. Do not be afraid to ask questions about a noise you hear. Patient may assume you know that someone has entered their room.
 - Do not place papers or objects near the microphone. Rustling papers is distracting, but have your materials in front of you or on a side monitor.
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