



# 1. Video Conferencing Best Practices

## 1. **Wear Appropriate, Professional Clothing**

Patients are used to seeing you dress professionally in a physical setting and the same applies when providing care online. Always wear professional attire, Urgent Care providers should wear a white coat.

## 2. **Sit in Front of a Simple Background**

Patients will be able to see you best if the environment behind you is a simple, solid color. Many providers opt to purchase a room divider which removes the distraction of your background.

## 3. **Practice in a HIPAA Compliant Space**

Keep the door closed and ensure that no one “walks in” on your consult to prevent breaching patient privacy. Imagine your patient’s horror if someone walked into your brick and mortar office in the middle of a visit. A car is not an acceptable place to practice telemedicine. Consider using a white noise machine to ensure the patient’s privacy.

## 4. **Sit Two to Three Feet Away from Camera**

Patients need to see your whole face in a video visit, it is very unsettling if only part of your face is visible. Cameras should be positioned at or above face level so the camera is not looking up at you. If you are using a mobile device use always use a stand.

## 5. **Ensure Proper Lighting and Control Background Noise**

Having a well-lit room creates the best visual experience to allow patients to see your facial expressions and cues. Front or overhead lighting is required, as back lighting creates a silhouette effect. Ensure all background noise, such as traffic noise coming through open windows, is kept at a minimum.

## 6. **Have Headphones or a Headset On-hand**

Microphone and speaker position can cause unwanted feedback, try adjusting the location or the speaker and microphone volume to fix this. If this does not correct the problem, connect your headset, this can significantly limit background noise. As soon as your conversation begins, confirm the patient can hear you.

## 7. **Confirm you are Available on ‘Provider Callback’ Phone Number**

As you review the patient’s intake information always confirm you are available on the ‘Provider Callback’ number in case you or the patient opt to launch a phone visit.

## 8. Make Eye Contact by Looking into the Camera

To make eye contact look directly into the camera rather than the patient's video on your screen. This will make the patient feel like you are talking to and looking directly at them.

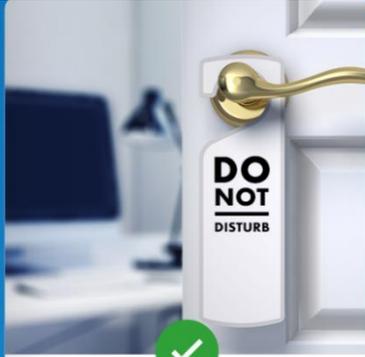
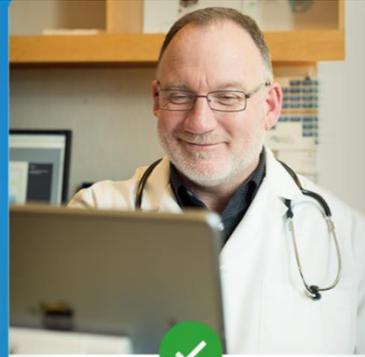
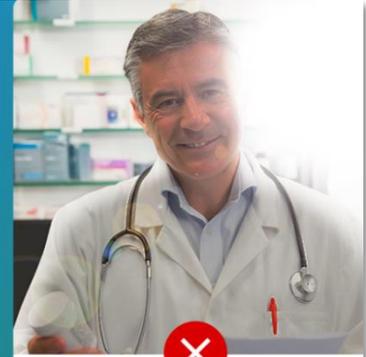
## 9. Say What You're Doing Off-screen

Unlike in a face-to-face discussion, the webcam has a naturally limited line of sight. This means that any actions outside of the narrow view of the camera will not be obvious to the patient – this can be very distracting. This may include taking notes and looking up of reference materials. A simple "I'm just looking up some details on your condition" will put the patient at ease.

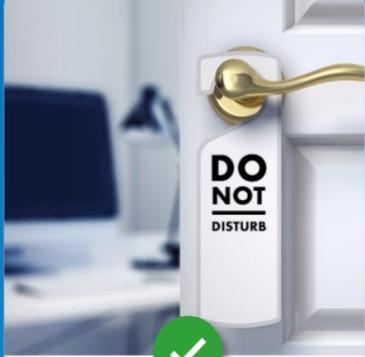
## 10. Use the Text Chat Function (Web Experience Only)

You may find it helpful for both you and the patient if you add recommendations to the chat window as you speak them through the video. Patients consume information in different ways, and some find it helpful to hear and see your recommendations, especially if you are suggesting something that is unfamiliar to them. This also creates a record of such instructions that can be referred to later.

### Urgent Care, Sleep Medicine

			
			
<b>Look Professional</b> Wear a white coat with a dress shirt	<b>Find a Quiet Room</b> Find a private, quiet space for visits	<b>Get Camera Ready</b> Place the camera at eye level, 2-3 feet away	<b>Avoid Backlighting</b> Make sure your face is well-lit from the front

### Therapy, Psychiatry, Registered Dieticians

			
			
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