

Video Workspace Etiquette for Physicians

Video visits should be treated the same as an in-person visit and conducted in a HIPAA-compliant workspace. Remember you are on video and the patient can see you, so continue to look professional with no distractions.

Additional Tips on Telehealth Etiquette:

Be acquainted with video conference features

- If you have the opportunity, practice with the virtual conference tools ahead of time to minimize obstacles.
- Test audio equipment early and make a point to demonstrate various audio functions at the beginning of the meeting, including mute and echo issues.
- Test internet connection beforehand.
 - If you are using a laptop, be sure to plug it in for maximum connectivity.
 - If your only choice is wireless connection, choose a secure connection with advanced password protection.
- Be sure to update to the latest software versions available.

Set an agenda

- Virtual patients need to understand the reason they are meeting (preferably beforehand) so they can prepare accordingly.
- If you can, send out an agenda before the video meeting in an email

Select an appropriate venue

- Set the camera up to be at eye level, framed at the shoulders. Eye level will make it easier to connect with patients and engage with them.
- Video visits do require a professional setting, such as a conference room or office.
- If you can, try to reserve a room with high-end video conferencing equipment so you can dedicate your full attention to the meeting.
- Begin set-up well before appointment or virtual visits begins.

Minimize distractions

- Make sure there is no obstacle in the way of your camera or audio equipment, which could distract from virtual visits.
- Put your cell phone on silent.
- Close any unnecessary programs or windows to give the patient your full attention.
- If at work, try to reserve a private room in advance to minimize conversations from other employees.
- If at home, set up away from children or loud pets.

Don't speak at the same time

- It is up to the host to manage conversation topics and work through the agenda
- Hold questions at the end if you can, so virtual guests can speak freely without interruption

Dress appropriately

- As a representative of the organization, you should keep in mind that video visits are still meant to be formal settings.
- Multicolored prints can look distorted in virtual meetings, so be sure to dress in solid colors that you would normally wear in a business setting.