Effective Communication Etiquette Using Telehealth Technologies

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Telehealth? Telemedicine?

Telehealth is sometimes discussed interchangeably with telemedicine. The [Health Resources and Services Administration](https://en.wikipedia.org/wiki/Health_Resources_and_Services_Administration) distinguishes telehealth from telemedicine in its scope. According to them, telemedicine only describes remote clinical services; such as diagnosis and monitoring, while telehealth includes preventative, promotive and curative care delivery…[and] includes…non-clinical applications like administration and provider education which make telehealth the preferred modern terminology.

The Jetsons - more accurate than expected

HOME OFFICE   ONLINE CLASSES

TELEMEDICINE   VIDEOCALL

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Why be concerned about virtual communication etiquette?

Technology + Telecommunications =Telehealth/Telemedicine

Technology + Telecommunications = Access to Healthcare

Telehealth/Telemedicine = Healthcare at a Distance

~Janet Major

Considerations for a telehealth encounter: *bedside manner vs webside manner*

1. Space to make first impression is smaller

2. Preparation for first session

3. Verbal communication during encounter

4. Lack of visible body language

5. Practice

Space to make first impression is smaller

- Two-dimensional
- Visual limitations

> "You never get a second chance to make a great first impression"
> ~ *Will Rogers*

Goal: develop and maintain a positive patient-provider relationship!

Preparation for first session

- Equipment
- Physical space
- Provider appearance
- Preparation

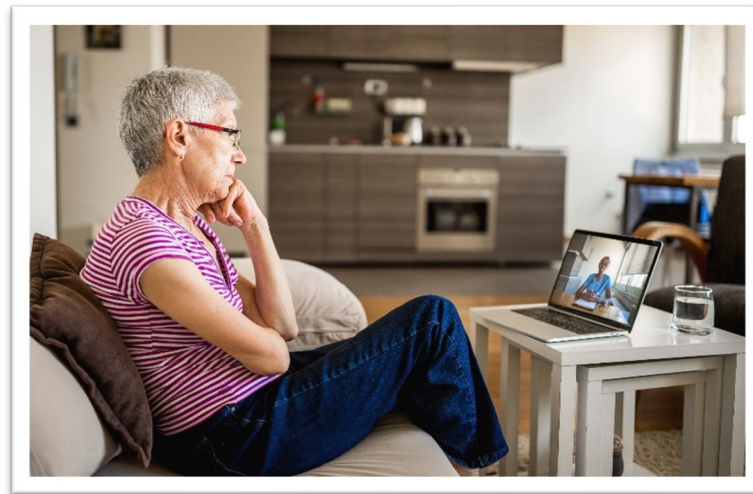# Verbal communication during encounter

- Explanation
- Confirming connection
- Introductions
- Solicit feedback
- Disconnecting procedures

Goal: Fostering a positive relationship
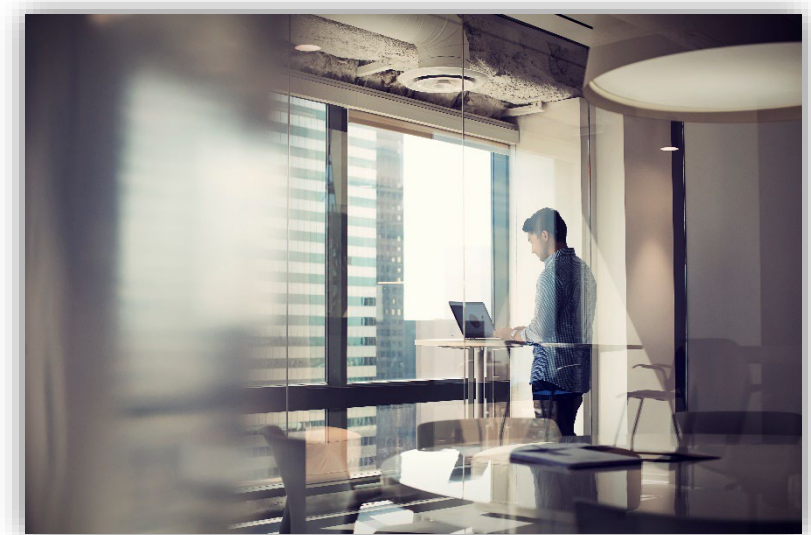
Lack of visible body language

- How much body language visible
- Hand gestures
- Reactionary movements

Practice!

- Selfies with video!
- Understand what patient/client sees
- Review and make adjustments

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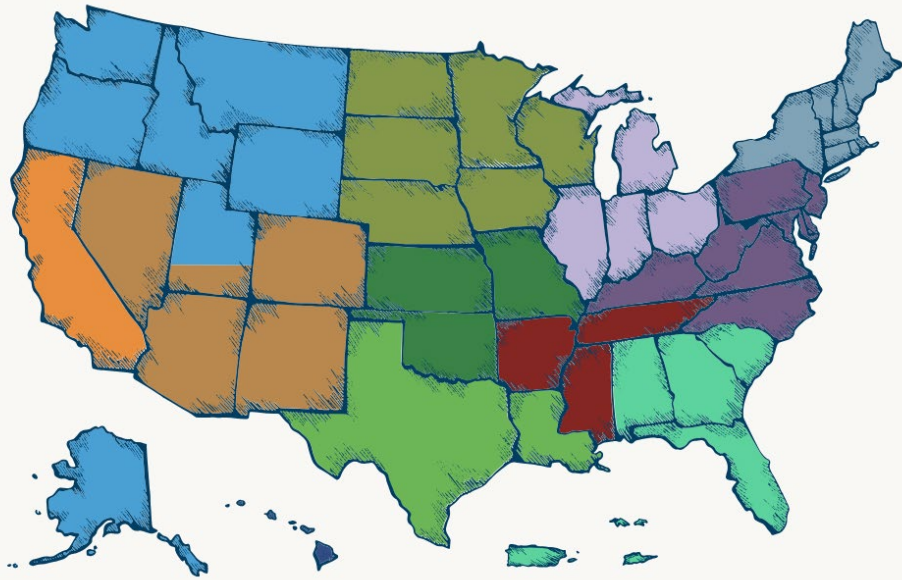RESOURCE · CENTER

Technology

- **Makes the world a smaller place**
- **Keeps people in their communities**

Resources of helpful tips for webside manners

- Article: [Bedside Manners Via Telehealth – Understanding How Your Screenside Manners Matter](#) by Melanie Esher, January 2020
- Two videos developed by the Hawaii Department of Health Genomics Section and available on the Pacific Basin TRC Website www.pbtrc.org
  - Telehealth Best Practices
  - What to Expect During a Telehealth Visit

- Other useful articles on this topic in general (e.g., [room design](#), [how to conduct the physical exam](#)), websites (e.g., [South Central Telehealth Resource Center](#) series) and the [American Telemedicine Association's practice guidelines](#) also contain a wealth of useful information and tips for specific encounter types.

www.telehealthresourcecenter.org

National Centers

CCHP	**National Policy Center – Center For Connected Health Policy** Serving all Telehealth Resource Centers across the nation
TTAC TelehealthTechnology.org	**National Technology Center – Telehealth Technology Assessment Resource Center** Serving all Telehealth Resource Centers across the nation

Regional Centers

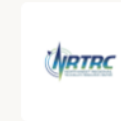|	
CALIFORNIA TELEHEALTH RESOURCE CENTER	**California Telehealth Resource Center** Serving California
HTRC Heartland	**Heartland Telehealth Resource Center** Serving Missouri, Oklahoma, Kansas
NORTHEAST TELEHEALTH RESOURCE CENTER	**Northeast Telehealth Resource Center** Serving Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont
PACIFIC BASIN TELEHEALTH RESOURCE CENTER	**Pacific Basin Telehealth Resource Center** Serving Hawaii, Guam, American Samoa, Commonwealth of the Northern Mariana Islands, Freely Associated States of the Republic of Palau, Republic of the Marshall Islands, Federated States of Micronesia
SOUTHEASTERN telehealth RESOURCE CENTER	**Southeastern Telehealth Resource Center** Serving Georgia, South Carolina, Alabama, Florida, Puerto Rico, US Virgin Islands
TexLa	**TexLa Telehealth Resource Center** Serving Texas, Louisiana
gpTRAC	**Great Plains Telehealth Resource & Assistance Center** Serving North Dakota, South Dakota, Minnesota, Iowa, Wisconsin, Nebraska
Mid-Atlantic Telehealth	**Mid-Atlantic Telehealth Resource Center** Serving Delaware, District of Columbia, Kentucky, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, West Virginia
NRTRC	**Northwest Regional Telehealth Resource Center** Serving Washington, Oregon, Idaho, Montana, Utah, Alaska, Wyoming
SOUTH CENTRAL	**South Central Telehealth Resource Center** Serving Arkansas, Mississippi, Tennessee
SOUTHWEST TRC TELEHEALTH RESOURCE CENTER	**Southwest Telehealth Resource Center** Serving Arizona, Colorado, New Mexico, Nevada, Utah
Telehealth	**Upper Midwest Telehealth Resource Center** Serving Illinois, Indiana, Ohio, Michigan

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Resources

- Accessibility
- Billing Guides and Resources
- Business & Finance
- COVID-19
- Digital Health Navigators
- Fact Sheets
- For Healthcare Providers
- For Patients
- Form Templates
- Funding Opportunities
- General
- Health Equity
- Library Telehealth Resources

- National Telehealth Access Points (TAP) Map
- Newsletters
- Podcasts
- Policy & Sustainability
- Quality Improvement and Quality Assurance
- Regional Legislative Tracker
- Standards & Guidelines
- State Specific
- Telemedicine & Telehealth Service Provider Directory
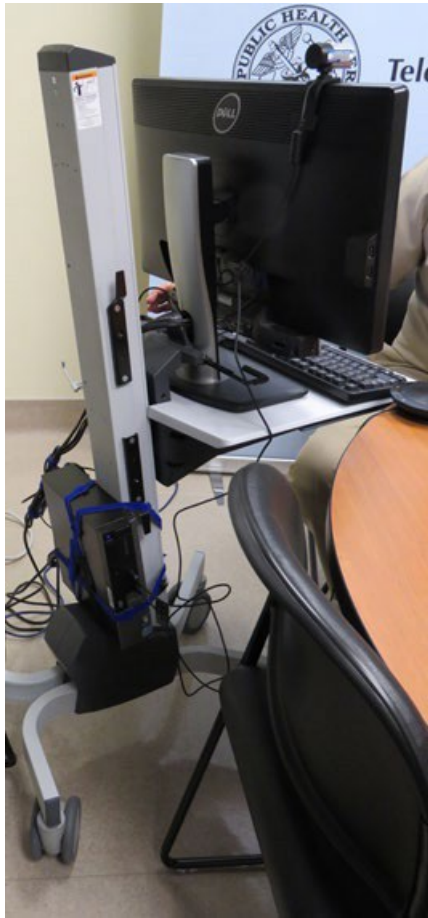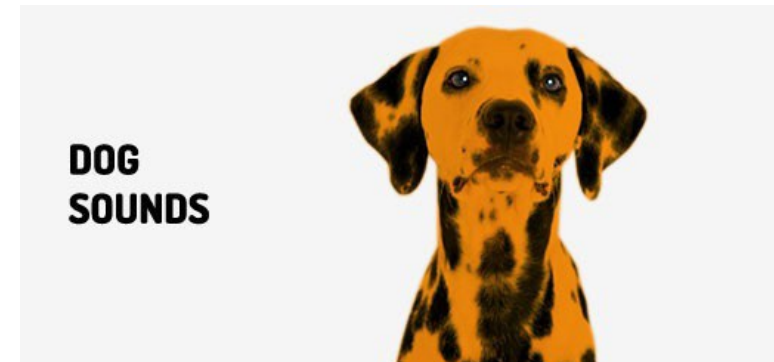- Telemedicine Information
- Tools & Tips

https://southwesttrc.org/

TTAC National Telehealth Technology Assessment Center
telehealthtechnology.org
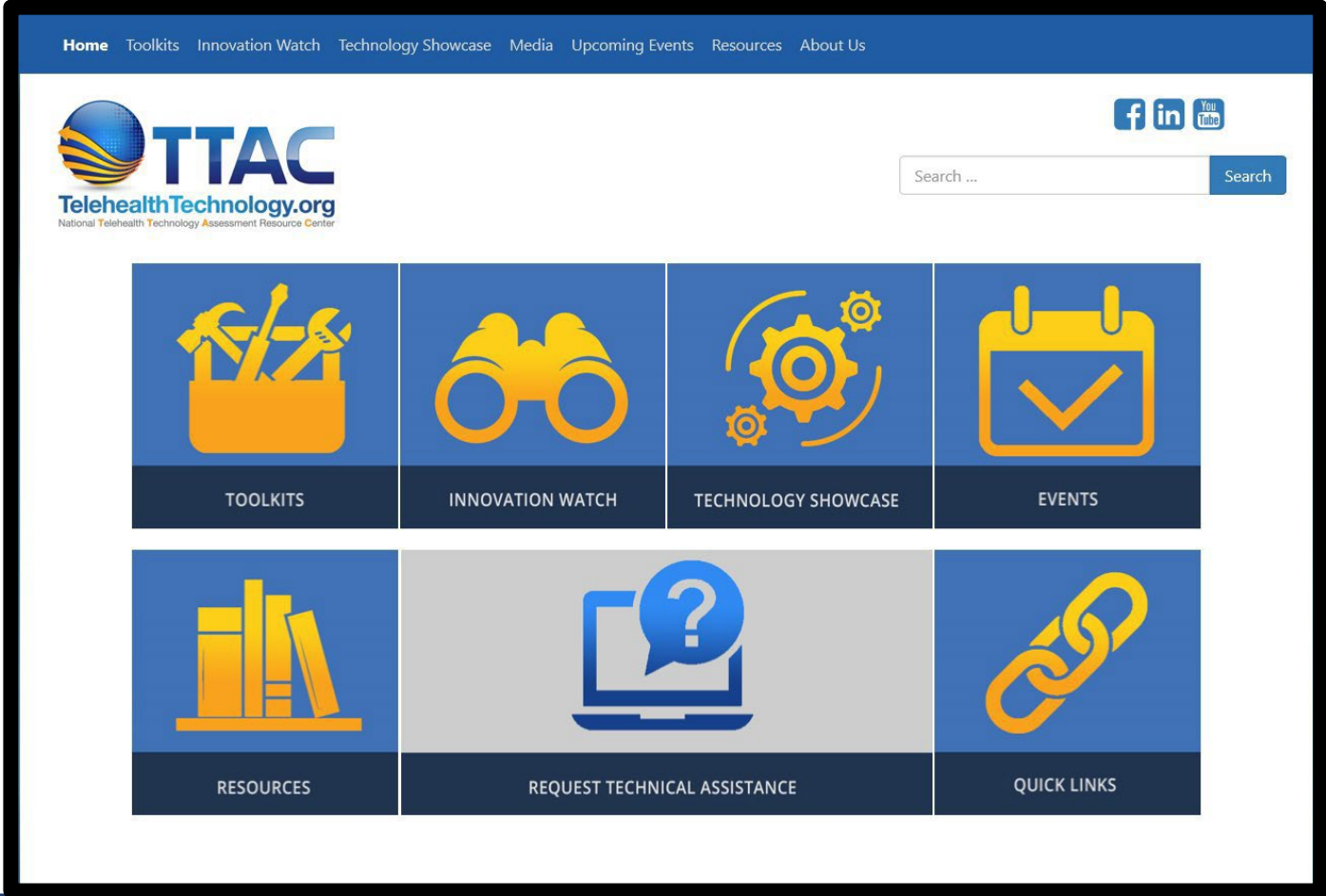
Sells IHS, AZ

Background for Video
Background Audio - Dogs Barking, Children, SO's

Tele - Tips

- ✓ Wear appropriate clothing and jewelry
- ✓ Be aware of your body language
- ✓ Use an agenda and facilitate introductions
- ✓ Develop protocols for questions
- ✓ Be familiar with the equipment
- ✓ Test all equipment and network connectivity in advance
- ✓ Connect with remote sites at least 15 minutes early

Best Practices

- Technical Protocols
- Clinical Protocols
- Mock Patients
- Training

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