



# Tips for Engaging Patients via Telehealth

Good communication can be one of the most important aspects to being successful with implementing telehealth services. Below are tips on how to clearly communicate your unique practice telehealth technology, processes, guidelines and service information that will improve the experience and effectiveness for both you and your patients.

Make tip sheet information and/or documents available for patients through the following mediums:

- Website
- Patient Portal
- Social media platforms (Facebook, Twitter, etc.)
- Or inform patients of telehealth availability through on-hold and/or after-hours message

Designate staff member to call patient if a telemedicine visit is scheduled online or through the patient portal to:

- Relay information
- Complete patient registration
- Do a test visit

Have a front desk person check in the patient and do a "virtual" waiting room (if available). Many patients will not have the most ideal circumstances for telehealth, however, we have provided tips to help you and your patients have a successful telehealth appointment.

## Telehealth Success Checklist

- Participate in a test meeting if offered prior to their actual appointment
- Be sure the device they are using for the appointment is fully charged or that they have access to power
- Be in a private area with a strong Wi-Fi or cell phone signal
- Be dressed appropriately, as if they were attending the appointment face to face
- Avoid sitting with a window or bright light behind them, the best light comes from in front
- Avoid distractions during the visit (doorbells, phones, children, pets, etc.)
- Mute TVs and music sources
- Turn off streaming devices to free up bandwidth
- Ask patients to write down their questions and concerns, as well as pharmacy information

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*Don't be afraid of over communicating with your patients and staff about your telehealth efforts, it is more effective than under communicating.*

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