

Tips to Optimize Video Visits

T

Test it out first

Prior to the visit, **practice** using your video visit platform. Check audio & video. Test mute & screen share. Practice **splitting the screen** to allow you to see your patient & the EHR at the same time.

E

Evaluate your schedule

Identify patients that **should not** have video visits. Proactively **anticipate** needs for the visit (outside records, translation services, etc.).

L

Layout an agenda

Establish your goals and agenda for the visit. Briefly review the patient's chart and note any outstanding orders or preventative health needs you want to address.

E

Establish visit rules

Introduce yourself, team members & verify your patient. Determine a technical **back-up** plan. Identify your patient's **goals** for the visit & balance those with your agenda items.

M

Modify your speech

Vary your tone, volume & inflection. Speak **slowly** to allow for buffering & lag. **Pause** for questions often. Check for understanding.

E

Encourage patient engagement

Look for **opportunities** to educate patients using **screen share** - demonstrate websites, review EHR information. Engage patients in **note writing** when appropriate and jointly create an **after visit summary** to reinforce the plan.

D

Demonstrate positive body language

Look directly at the camera to maintain good **eye contact**. Smile or express concern when appropriate. Signal **active listening** by nodding or shaking your head.

S

Summarize next steps

Specify **when & how** to follow-up. Review the **after visit summary** together. Encourage **patient portal** use to facilitate communication between visits. Ask for **feedback** on video visits.