

Checklist: Preparing for a Telemedicine Visit

**ORIGINATING SITE--------------------clinical setting where the patient is**

# **schedule appointment**

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|  | Schedule telemedicine consult with healthcare provider and coordinate with patient. |
|  | Provide necessary medical records to healthcare provider prior to appointment. |

# **prepare clinical environment for virtual visit**

|  |  |
| --- | --- |
|  | Set-up a dedicated, private space with the necessary equipment, free from distractions. |
|  | Test equipment or software. (If you are using software (such as Cisco Meeting) be sure to use the correct browser (Chrome/Firefox). |
|  | Test out the lighting. Try turning on overhead lights and blocking light from windows, which can lead to too much background light in the video. |
|  | Set-up the camera at eye-level to make it easier to make eye contact with the patient. |
|  | Check microphone and volume. |
|  | Clinicians: dress appropriately. Ensure clothing is camera-friendly or wear a blue coat. |
|  | Prepare clinical assessment tools as needed. |

# **Prepare patient**

|  |  |
| --- | --- |
|  | Explain how the telemedicine consult works and answer questions. |
|  | Obtain video consult consent. |
|  | Obtain required vital signs or other information. |

# **connect video call**

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|  | Prepare to receive or place call at scheduled time. |
|  | Place patient in front of camera/monitor screen. |
|  |  |

# **telemedicine consultation**

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|  | Ensure that patient (at originating site) and provider (at distant site) can see and hear each other. |
|  | Adjust camera and audio, as needed. |
|  | Check self-view and mute mic until consult begins. |
|  | Make introductions with provider. |
|  | Maintain eye contact by looking into the camera (not the image on the screen). |
|  | Present the patient. |
|  | Provide vital signs and other information. |
|  | Assist provider with exam of patient (as needed) with and without clinical assessment tools. |
|  | Adjust camera or view to facilitate exam |
|  | Assist with reasonable body position and movement. |
|  | Discuss any follow-up procedures and/or issues. |
|  | Facilitate adequate closure/sign-off with provider. |
|  | Turn off equipment |

**DISTANT SITE---------------where the healthcare professional is**

# **prepare clinical environment for virtual visit**

|  |  |
| --- | --- |
|  | Set-up a dedicated, private space with the necessary equipment, free from distractions. |
|  | Test equipment or software. (If you are using software (such as Cisco Meeting) be sure to use the correct browser (Chrome/Firefox). |
|  | Test out the lighting. Try turning on overhead lights and blocking light from windows, which can lead to too much background light in the video. |
|  | Set-up the camera at eye-level to make it easier to make eye contact with the patient. |
|  | Check microphone and volume. |
|  | Clinicians: dress appropriately. Ensure clothing is camera-friendly or wear a blue coat. |

# **prepare for consultation**

|  |  |
| --- | --- |
|  | Review patient chart/information prior to session |

# **initiate video call**

|  |  |
| --- | --- |
|  | Ensure that patient and provider can see and hear you. |
|  | Check self-view |
|  | Mute mic until consultation begins |

# **telemedicine consultation**

|  |  |
| --- | --- |
|  | Make introductions to patient |
|  | Maintain good eye contact (by looking at the camera---not the video screen) |
|  | Introduce everyone in the room |
|  | Inform patient about telemedicine consult protocol, limitations, etc. |
|  | Review history with patient |
|  | Direct tele-presenter at distant site in exam if patient (as needed) |
|  | Verify patient’ understanding of material reviewed and recommendations |
|  | Discuss any follow-up procedures and/or issues |
|  | Facilitate adequate closure/sign-off with patient |
|  | Turn off equipment |

**For UAMS Video Support, please call (501) 686-8666 or email them @** [**elinksupport@uams.edu**](mailto:elinksupport@uams.edu)

Things to Remember!

1. **911 in case of an EMERGENCY  
   Have the phone number of the local hospital accessible in case you need to refer patient for further treatment.**
2. **HAVE TELEPHONE NUMBERS OF:**
   1. **Originating site (where the patient is)**
   2. **Distant site (where the Health Care Provider is)**
   3. **Patient**
   4. **Video support person**
3. **HAVE AN ALTERNATE PLAN!**
   1. **Sometimes, video connections fail**
   2. **Inform patient of alternate plan to be seen if unable to make video connection**