

Webside Manner – Top 10 Tips

1. **Staging** – Choose a quiet, private place, reduce glare and visual distractions. Place yourself in the center of the frame.
2. **Turn on Video** – Patients want to SEE their care provider.
3. **Greet the Patient – Verify that the Technology is Working**
 - *Hello (Ms./Mr. _____)*
 - *Thank you for inviting me into your home for our visit.*
 - *Is our connection good? Are you able to see and hear me well?*
4. **Apologize for Any Delay in Starting the Visit** – Unlike in a physical waiting room, when you are delayed, patients are viewing a blank screen, with neither sound nor prompts as to when the visit will actually start.
 - *I apologize that I was delayed; I know that waiting for a virtual visit to begin can feel like a very long time.*
5. **If Patient is New to Virtual Visits**
 - *I'd like to talk briefly about what it's like to have a virtual visit...*
 - *If you see me look away from you periodically, I'm likely looking at your medical records and typing notes on another screen.*
6. **Allow for Transmission Lag** – Connection issues can create a lag time. Wait 2 seconds after patient finishes before responding. Speak clearly and deliberately.
7. **Mute Audio** – When patient is speaking or while typing notes.
8. **Use Non-Verbal Cues** – Use head nodding, facial expressions, and hand motions to show you hear the patient. Remember, the patient can't hear your verbal cues when you're muted.
9. **Narrate Actions for Patients** – Tell patients when you are turning away to look at another screen.
10. **Avoid Noise Distractions While Speaking:** clicking pen, tapping foot...