Practitioner's Guide to Setting Up for TelehealthMD

Workstation

- Set yourself up for success by having your workstation in the best place possible:

  — Location: Set up in a private area, away from interruption and distraction.

  — Arrangement: Don't set up with a window or door behind you; activity outside of windows can be distracting for your patient, and doors give the patient the sense you may leave.

  — Atmosphere: Choose a neutral backdrop, one that's not too "busy", and that you can easily be seen against.

  — Lighting: Set up in a well-lit area; keep the light in front of you – back light puts a shadow on your face and makes you more difficult to see.

  — Centered: Place yourself in the center of the screen; the patient is there to see you, not your background.

- Whenever possible, use an ethernet connection to connect to the internet, as it is more reliable than using Wi-Fi.
- Close extra, unnecessary tabs, to strengthen your video transmission or feed.
- Multiple screens will allow you to have documents open while on the video call, and will allow you to take notes without compromising the view of your patient.
- If you are using a laptop, position the screen and camera at a good height, to allow for a good angle of the camera.
- If your web camera is separate from your computer, position it directly above the screen where your patient will appear. It will allow the patient to feel you are looking them in the eye.
- Using earphones or headphones will cut down ambient noises, and provide clarity and added privacy.