

“CARE” Tips for TELEHEALTH Visits

Best practices building trusting relationships with patients during telehealth visits.

COMPASSIONATE: Communicate in a genuine personalized manner.

- Make time for proper introductions of everyone present for the visit.
- Ask the patient about themselves at the beginning of the visit.

ATTENTIVE: Give the patient your undivided attention.

- Ensure the patient has a clear view of your face and body language.
- Listen without interrupting. Don't rush to fill the silence; a patient may need to collect their thoughts.
- Exaggerate motions such as nods so the patient notices them and knows you are listening.
- Explain if you need to look away from the computer to review health information or input information into the computer.

RESPONSIVE: Be empathetic and provide patient friendly explanations.

- Talk in a calm, soothing voice.
- Acknowledge the impact the medical condition has on the patient. “This is really hard for you.”
- Validate feelings and name emotions: “In this situation, many people would be scared.”
- Use patient friendly terms when explaining medical conditions and treatment options.

ENGAGING: Empower the patient. Telehealth visits are interactive conversations.

- Be clear and specific about expectations for the visit.
- Develop a visit agenda and treatment plan collaboratively. Use partnership statements like. “Let's work together to figure out what's going on.”
- Use teachback and repeatback techniques.
- Express gratitude. It is a privilege to help patients.