

# Rapid Telehealth Conversion Kit

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Preparing Patients  Better Experience

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After conducting over 30,000 telehealth sessions, we distilled the core concepts patients and providers need to understand prior to their first telehealth session. We have found it takes only two minutes or less to explain these ideas, flip through the small patient handout, and give them the Welcome To Telehealth instructions. Additional resources regarding these core concepts and other important information and strategies is available on our website, [mind-bodyworks.com](http://mind-bodyworks.com), and the AACAP/APA [Telepsychiatry Toolkit](http://Telepsychiatry Toolkit) at [aacap.org](http://aacap.org).

Use this list to identify issues that are detracting from the telehealth experience. Poor connections, privacy issues, distractions, poor lighting, and tiny screens can weaken the provider-patient relationship by interfering with engagement and rapport. Whereas the clinical office normally sets the tone for a professional relationship, in telehealth the authenticity of the experience greatly depends on the provider's ability to engage the patient and minimize distraction. The telehealth provider must demonstrate good bedside manner and appear professional, while simultaneously operating the technology, charting, and treating the patient. Providers who ignore these telehealth fundamentals risk poor patient engagement which can lead to poor patient compliance, poor clinical outcomes, and patient attrition.

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## You Absolutely Need To Know This To Do Telehealth Well

1. Telehealth is a well-studied healthcare delivery venue, and is equally effective to in-person visits.
2. All participants need to be seen and heard well for it to feel like an authentic provider-patient relationship.
3. Use the largest screen possible for both sites.
4. Use the quietest and most private room possible (or headphones.)
5. An ethernet connection and a healthy computer is always preferred. If using WIFI, be close to the router.
6. Capture only a professional looking setting behind you and minimize distractions. Professional appearance and grooming are the first impressions that foster trust and rapport in telehealth.
7. Prevent shadows and backlighting by having more light coming from in front of, and above you.
8. Create virtual eye-contact with patients by placing your camera near the patient's image and at your eye level.
9. Nod, smile, and gesture more often to enhance your nonverbal communication and rapport.
10. Pause longer and more often to compensate for slight transmission delays.
11. Have a back up phone or device charged and ready. Problems will occur.
12. Be on time!

***Providers:*** Use the next page to help your patients access your telehealth software. Fill-in the blanks and circle the options that fit your telehealth program's technology and patient logistics.

# Patient's Telehealth Guide

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## Welcome to Telehealth!

- Please read this guide so you will have a great telehealth experience!
- You will see your provider “online” using telehealth technology instead of at the regular clinical setting. See instructions below.
- Your first telehealth session will be on \_\_\_\_\_ at \_\_\_\_\_ AM/PM.
- You will be located (at home / at the clinic / \_\_\_\_\_.) Your provider will be physically located at another site.
- Your provider will likely call in or electronically send your prescriptions to your preferred pharmacy.
- Call the clinic if you have any questions or concerns.



## Getting Started

- Your provider is using \_\_\_\_\_ for telehealth. It is an (app / virtual meeting room / online clinic / specially equipped room at the clinic.)
- Your provider will be sending you (an invitation to register on the website / an invitation to download the telehealth software (app) / a link to an online meeting room / a link to the online clinic's waiting room.)
- Follow the steps in the invitation to create a unique login and password as directed by the invitation. Save this email because it may include the link you click to join the (meeting / waiting room.) If it is an app, you will be prompted to set up a login and password for this program, to securely log into the (app / website / waiting room.)
- If you plan to use your personal computer, phone or tablet, download the free app from the Apple Store or at Google Play. It is called:  
\_\_\_\_\_.
- Please call the clinic at \_\_\_\_\_ if you want to practice before your first session. This is encouraged for patients who are unfamiliar with videoconferencing.



# Patient's Telehealth Guide

## How To Have a Great Telehealth Session!

- We need to see and hear each other well for it to feel authentic.
- Use the largest screen possible.
- Use the quietest and most private room possible, or headphones.
- Remove distractions that can be seen on camera like moving fans, televisions, and other people.
- Use a healthy computer plugged directly into the internet.
  - If using WIFI, be close to the router.
  - If using cellular, find a strong signal connection.
- Don't try to hold a phone or tablet, because even small camera movements cause your image to move. This can distract your provider and make them dizzy.
- Place your videoconference device on a desk or table, near eye level, and 2-4 feet in front of yourself.
- Prevent shadows and backlighting by having more light coming from in front of and above yourself.
- Have a back up phone or device charged, and ready.
- Be on time!



**Eyes are 1/3  
from top of  
screen**



## The 1/3 Rule

Position yourself and/or adjust the camera so your eyes appear to be about 1/3 down from the top of the screen. This will create the natural framing you see when watching television newscasters.