



# Easy telehealth tips to drive positive patient experience

83% of patients expect to use virtual visits even after the COVID-19 pandemic ends.<sup>1</sup>

Whether you've been using telehealth for some time or adopting it in response to COVID-19, follow these tips to master this technology that's here to stay—ensuring your virtual visits are as successful as those you conduct in person.

## Before the virtual visit

- **Collect important patient information** (such as vitals, health insurance, and medical history) via your patient portal
- **Dedicate a virtual visit space** powered by tested technology (featuring a strong Wi-Fi connection and proper camera positioning)
- **Review the patient's reason for the visit**, just as you would prior to an in-person visit
- **Arrive on time** to the visit by choosing which notification methods—email, text, or call—work best for you and your office workflow

## During the virtual visit

- **Overcome language barriers** by having an interpreter available if English isn't the patient's primary language
- **Leverage patient education**—such as HealthSheets™, interactive content, or videos—to explain a diagnosis or upcoming procedure—following the same clinical guidelines you would when seeing a patient in your office
- **Use time checks** to ensure you gather necessary information from the patient and stay on schedule

## After the virtual visit

- **Confirm the patient understands next steps**—including whether the next visit is virtual or in person—before signing off
- **Share the care plan** and any patient education via the patient portal

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#### References

<sup>1</sup> Telemedicine today: Patient adoption and preferences during COVID-19 and beyond. Doctor.com Web site. <https://www.doctor.com/blog/telemedicine-today-patient-adoption>. June 16, 2020. Accessed January 28, 2021.