

Telemedicine Visit Checklist

Follow these tips to help your telemedicine visit go as smoothly as possible.

Location

- Find a quiet and private space – close doors and windows to high-traffic areas. This may be your office, an exam room, or study.
- Remove clutter from the area where you will sit and have a blank wall behind you.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.

Technology

- Ensure your device has enough charge (or is plugged in).
- Use a hard-wired internet connection. Although Wi-Fi is acceptable, you are less likely to lose connection if you are plugged directly into the internet with a wired ethernet cable.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Test and know how to use your equipment. Have the phone number for tech support close by – just in case.
- Avoid having unnecessary apps or programs open/running on your device – this may reduce the quality of your video.

Audio

- Mute, turn off, or remove possible noisemakers such as your cell phone or overhead paging system.
- Eliminate echoes.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked and the volume is on.
- Speak normally – slowly and clearly – in the direction of the camera.

Visual

- Dress professionally and wear neutral-colored clothing without detailed patterns.
- Wear jewelry that is small and not distracting (or none).
- Avoid too much movement.
- Don't look at your picture on the screen.

General

- Be on time.
- Have the patient's chart readily accessible.
- Review the patient's chief complaint and medical history before the visit. Once the visit is over, explain next steps, e.g., to pick up prescribed medication or schedule a follow-up visit in # weeks.

© 2019 Texas Medical Association. All rights reserved.

The Texas Medical Association acknowledges the Texas Medical Association Special Funds Foundation for its support of this document through funds awarded by The Physicians Foundation.



NOTICE: This information is provided as a commentary on legal issues and is not intended to provide advice on any specific legal matter. This information should NOT be considered legal advice and receipt of it does not create an attorney-client relationship. **This is not a substitute for the advice of an attorney.** The Office of the General Counsel of the Texas Medical Association provides this information with the express understanding that (1) no attorney-client relationship exists, (2) neither TMA nor its attorneys are engaged in providing legal advice, and (3) the information is of a general character. Although TMA has attempted to present materials that are accurate and useful, some material may be outdated and TMA shall not be liable to anyone for any inaccuracy, error or omission, regardless of cause, or for any damages resulting therefrom. Any legal forms are only provided for the use of physicians in consultation with their attorneys. You should not rely on this information when dealing with personal legal matters; rather legal advice from retained legal counsel should be sought.