

FAMILY NURSE PRACTITIONER CONCENTRATION TELEHEALTH TIPS FOR STUDENTS

Telehealth video visits are becoming more of the norm these days. Here are a few tips on professional telehealth etiquette:

- **Device**
 - Laptop, desktop, Notebooks or iPads with camera
 - Do not attempt to use cellphones
 - Battery charged or plugged in
 - WiFi connected and tested
 - Check audio on device or earphones if connected

- **Location**
 - Private and quiet (no open doors for others to enter the encounter for HIPAA compliance)
 - No distractions (pets, children, noisy environment)
 - Best lighting – is behind the camera
 - Professional background
 - Workspace that keeps you in camera view

- **Student Provider**
 - Professional dress as a provider
 - Name tag visible
 - Position yourself so head and shoulders are clearly in view
 - Place camera at eye level
 - Allow 16-18 inches from camera
 - Try to stay in camera view
 - Adjust the angle of laptop/or other device for best view
 - When making eye contact it is best to look at camera
 - Ok to look down to take notes

- **Communication Tips**
 - Speak slowly and clearly
 - Assume a slight time lag during communication
 - Ask for feedback for clarity of sound
 - Acknowledge SP by Ms. or Mr. ___ when you are first both connected
 - There may be a time lag before you both are connected
 - Be aware you are on camera even if the SP is not present
 - Introduce yourself as a student FNP
 - Ask the patient to state their full name and date of birth
 - For health safety sake, ask SP permission to know their location and a phone number should a health emergency arise during the encounter, and is the person in a safe space for the encounter

- **Awareness of Patient's Environment**
 - Observe for changes in the patient's environment like tone (regular voice to whisper), increased distractibility, seeing another unknown person in the video, hearing noises on unclear origin.
 - Be prepared to pause and ask about those issues/changes. Sometimes changes occur in the environment mid-visit. Make sure that the patient is still able to focus and remains comfortable sharing personal information.