Virtual Visit Etiquette

Set your camera at eye-level.
Test your camera in advance to be sure it is at about eye-level so it is easy to maintain eye contact with the patient and stay engaged during the visit.

Adjust the lighting.
The lighting in your space will affect the quality of your video. Try turning on overhead lights and blocking light from windows, which can lead to too much background light in the video.

Maintain professionalism.
Please wear your WU Physicians lab coat and badges, if possible. Use the WU Physicians virtual background or be sure you are in professional-looking surroundings.

Be prepared.
Read your patient’s complaint and have their chart ready beforehand. Being prepared makes the appointment more professional and productive.

Be courteous and attentive.
Give the visit your full attention and avoid the temptation to multitask. Avoid side conversations, phone calls or checking email while the patient is connected. Set your devices to “do not disturb” and treat the visit as you would an in-person consultation. Make every effort to look at the webcam often (not the person on the screen) to give the impression that you are looking them in the eye.

Know that there might be lag time.
Not all software or internet connections are created equal, so you may experience some lag time during the visit. A good rule of thumb is to wait about two seconds before speaking to allow your patient’s last words to come through on your end.

Communicate when you have to look away from the screen.
If you need to glance away to take notes, let your patient know you’re still listening but simply documenting the appointment as needed. This may be obvious to a patient who is in your office, but on screen you may appear distracted or unresponsive if you don’t explain.

Be clear with post-appointment instructions.
If you’re calling in a prescription your patient needs to pick up or if your patient needs to schedule a follow-up appointment, let them know. Patients may not always know what to do next after a virtual visit versus an office appointment, so be clear with your instructions.

Expect the unexpected.
• This may be the patient’s first video visit and they may be nervous.
• Be prepared to explain that you can’t see or hear a patient well and suggest how they might correct it.
• Know that there may be distractions you wouldn’t experience with an in-person visit, such as pets in the background, the patient actively smoking cigarettes or kids/family joining the session.