

# TEACHING TELEHEALTH ETIQUETTE: HOW & WHY

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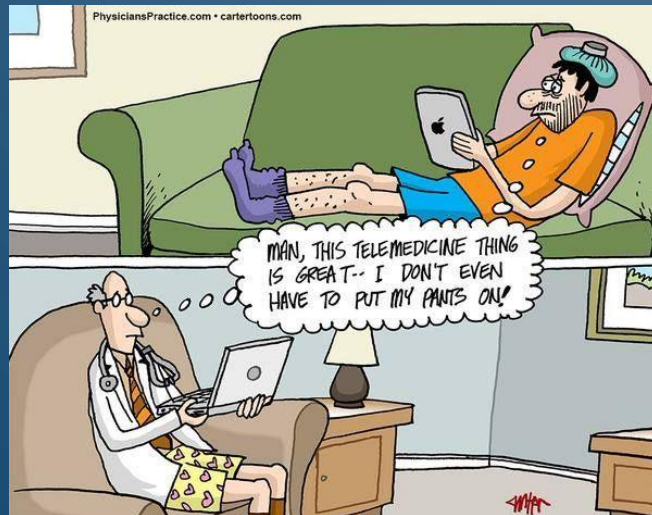
# WHAT IS TELEHEALTH ETIQUETTE

- **What is telehealth etiquette?**
  - “screen side manner”
  - The unique skills needed to interact between the technology and the human
- **Why teach telehealth etiquette?**
  - Simple yet often forgotten
  - One of the major reasons providers and patients abandon telehealth



# BED-SIDE VS SCREEN-SIDE ETIQUETTE

- Despite training students and professionals do not transfer common skills from the bed-side to the screen-side
- Research and experience demonstrates consistent errors



# COMMON STUDENT ERRORS

- Sidebar conversations
- Finger and pen tapping
- Not staying within the canvas
- Inappropriate clothing choices
- Laughing
- Drinking and/or chewing gum
- Looking down and/or taking notes
- Disinterested facial expressions
- Long periods of silence
- Disorganized interview



# COMMON PROVIDER ERRORS

- Not checking equipment and starting on time
- Not following common HIPAA guidelines
- Not checking background
- Staying within the screen
- Inappropriate clothing choices
- Charting and looking down
- Forgetting the “small talk”



# TRAINING STRATEGIES

- Online course work
- Didactic content in class
- Two instruments:
  - Telehealth Etiquette Knowledge Scale (TEKS)
  - Performance Scale
- Video
- Practice
- Real-time feedback



# TRAINING VIDEOS

HRSA Funded

1. Behavioral Health Consult
2. ER Consult
3. Interprofessional Team Visit
4. Series of “real life” Bloopers



# TELEHEALTH ETIQUETTE VIDEO CLIP

