

Telehealth

Presentation Tips

Engaging the Group

- Try an ice breaker
- Video preferred over phone
- Use short sentences
- Ask open ended questions
- Embrace silence
- Set rules and expectations
 - Examples:
 - Utilizing mute feature
 - Clarifying times when participants can talk
 - No multitasking
 - No distracting environments
- Role call attendees at beginning
- Acknowledge multiple speakers, select an individual to speak, then select another
- Be creative
 - Use polls, drawing features, etc.
- Provide patients with handouts/education material before call or share screen



Professionalism

- Be on time
- Be patient with others
- Acknowledge the newness
- Don't multitask
- Become familiar with the technology
- Use empathy
- Ensure patient understanding
 - Education levels differ



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Presentation Tips Cont.

Posture

- Maintain good posture- it affects your speech
- Use gestures
 - (make sure hands are visible!)
- Make "eye contact"
 - Tip: put your video image near your camera

Voice

- Articulate words and project your voice
- Vary your tone
- End in downward inflection
- Practice by recording yourself



Resources/Technology Needed

- Tech support
- Headphones or computer (vs airpods)
- Coordinator for larger groups
- Practice sessions and trainings

- HIPAA compliant teleconferencing
 - Consider a BAA
- Quiet location
- Computer/Laptop
- Quality camera
- Wired connection (vs WiFi)