



Eleven Technical Tips for Telehealth

- 1) Check your Wi-Fi speed – a minimum of 1.5 Mbps should ensure good quality for one on one conferences. Avoid downloading files while on the video conference.
- 2) Close unnecessary programs to minimize interference with streaming bandwidth.
- 3) Set up your camera to be eye level or above.
- 4) Set up the camera so that the upper part of your body is visible (NO talking heads)
- 5) Have something behind you – painting, bookcase, etc. Don't have a blank wall. It is visually unpleasing.
- 6) Try to stay still during the call. Nothing is more distracting than a head that is bobbing and weaving.
- 7) Do a trial to see if your computer microphone and speakers work well or if you will need a "headset".
- 8) Recognize there is a lag on audio – when your patient stops talking count to 5 before speaking so as not to interrupt your patient.
- 9) Practice looking at the camera so you will be making eye contact with your patient – however keep scanning at the screen to observe your patient's facial expressions.
- 10) Have these virtual visits in a quiet place, to simulate an exam room.
- 11) Dress professionally as if you were in the office.



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