

Checklist:

6 Ways to Help Patients Become More Comfortable with Telepsych



While most patients will be comfortable utilizing virtual care platforms, some may be hesitant to fully open up to a provider delivering care through a screen. In this case, there are key steps your providers can take to help patients feel more at ease utilizing this new modality. Please use this checklist as a guide to help your patients and providers engage seamlessly with their telepsychiatry solution.

Six tips to help patients and providers create an authentic connection in a virtual environment:

- Ask questions. For example, have your providers ask their patient if they've used this modality in other areas of their lives. If so, ask if they've been able to efficiently communicate and connect with their loved ones. If yes, chances are, they'll like using telepsychiatry services
- Ensure a nice office set-up with a neutral background that's not too distracting or too plain. For example, a blank white wall might be too bare and unengaging, so providers should work to ensure their background is comforting, engaging, and clean
- To prevent headaches, encourage providers to be aware of any glare on their glasses or their computer screen. This visual adjustment can also help your patients see your eyes better and help facilitate a personal connection and rapport
- Investing in a noise-canceling microphone can help providers keep communication clear and cut back on distractions
- To help ensure patient privacy, ask your providers to invest in a headset to ensure they're the only ones who can hear what the patient is saying
- Ensure your providers' cameras are set to a good gaze angle to promote a better, more personal connection. When a provider's camera is pointed down and they're looking up (or if the camera is on a different monitor than the screen they're looking at), it can look like they're staring off into a different direction -- providers should seek to position their cameras in a way that makes it appear as though they're looking directly at their patient

By incorporating these tips, your providers will be set up for successful patient sessions that will make patients more comfortable with any virtual communications.

Iris Telehealth is a leading provider of telepsychiatry services for community mental health centers, community health centers, hospitals, and health systems across the U.S. We strive to deliver clinically-sound and financially-sustainable telepsychiatry in order to help our partners meet their behavioral health goals and save their communities.