

Iris Providers Share Their Experience with Virtual Care

Telehealth continues to grow in popularity, with 83% of patients planning to sustain telehealth use and 85% saying care was the same if not better as in-person. On the provider-side, most physicians found telehealth improved work-life balance and 66% experienced at least one benefit related to time management.¹

At Iris Telehealth, we work with multiple provider types including psychiatrists, Psychiatric Nurse Practitioners, and licensed therapy providers. Here's just some of what those providers have to say about their experience with virtual care – including thoughts on work-life balance, support, how in-person compares to telehealth, and patient engagement.



The keys to maintaining *work-life balance*



"For me, I **try to do something I enjoy every day**. Such as reading, exercising, or spending time with my loved ones. I think it's important to have that self-care time and to set boundaries with checking emails and checking work stuff. On off days, I have to really set a physical, emotional, and mental limit on those."

Serena Loh, PMHNP



"It's important to **take advantage of the flexibility that telehealth provides**. I would recommend using that flexibility to build in movement breaks throughout the day and stretch. I'd say do something different or something that you enjoy. For me, it's dance. When I'm not dancing, I'm not taking care of myself."

Dr. Isabel Norian



"Even though it can sometimes be a temptation, I try hard not to check my email when I'm not at work. If it's urgent, I know my Medical Assistant will contact me. **Boundaries are so important**, and Iris and the clinic I'm placed with really respect them."

Dale McQueeney, PMHNP



"You should **treat yourself as well as you treat your dog**. Feed it well. Walk it every day. Get it up on time. Make it go to bed on time. Just live a healthy life, which helps you have an outside interest."

Dr. Paul Vance

How

Dr. Marialba Romero Medina connects with patients

"I keep my video background very interesting, and even though it's a view into my private life (or my human cave) it shows a little bit of who I am. I think this comforts patients by giving them something to look at, and it shows them that their doctor is also a human being with interests, likes, and random Christmas lights in the background. This atmosphere helps kids engage, ask questions, and opens up the conversation. It helps them feel more at ease, versus my experience at previous clinics where it's hard to provide a personal touch or give a glimpse of who you are as an individual.

I try to be as genuine as possible with the way I talk and dress — I'm very colorful, and I have found that this helps."



3 tips for providers new to telehealth



Maintain eye contact: “Look at your camera, not your patient, because that helps facilitate eye contact. Still, look at your patient, of course, but if you want to inspire the eye contact feeling, then look at your camera lens.”

Sarah Mendenhall, PMHNP

Prioritize communication: “Make sure you have good communication with the team working on the other side supporting you. For example, get to know exactly which one is going to help you, in which way, and how you can connect the patient to other services with the staff who’s already there.”

Dr. Kavita Vasu

Shadow a telehealth provider: “I would definitely encourage people to go and observe or sit in with somebody for a little while for a few hours to see what it’s like and to make sure that’s what you’d want. Because once you get started, it’s hard to start all over again.”

Dennis Dodd, PMHNP

Dr. Kavita Vasu shares how virtual care compares to *in-person care*

“Overall, with telepsych, the no-show rates are significantly lower because people can access them from wherever they are at home or work. Sometimes, instead of taking the whole day off for a medical visit, people can take their appointment from work and go to another quiet place. Or even college students can take calls from their university. I feel like telepsych, in that respect, gives more flexibility to a patient.

For underserved communities, they may have waited months for a specialty provider or had to travel somewhere else. Telepsychiatry bridges that gap, where they can see a specialist sooner and don’t have to travel as much. It’s nice that people in those communities can be served through telepsychiatry.”





The future of mental health care with Iris providers

"Telepsychiatry is the future of mental health care because it **improves access and reduces barriers.**"

Dale McQueeney, PMHNP

"As the world continues to accept the reality that **we're all connected in one way, shape, or form**, they'll realize that we can't do this on our own. The importance of being able to see and talk to each other even when we're not in the same space or in the same area is vital."

Dr. Marialba Romero Medina

"It is the future. We have a choice about it. It's where a lot of patients are. I see a large age group, especially the younger patients, who prefer it. **It's more convenient** for them. I think as people give it a chance, they'll realize many benefits."

Dr. Jaskirit Gill

"Telepsychiatry **puts people in their safe spaces** when discussing tough topics."

Veronica Im, LCSW

"It's **paramount and essential** — not only telepsychiatry but telemedicine work in general. We learned how important it was during the pandemic. The fact that you can stay safe, not expose yourself to COVID, and click and connect with quality care. That was lifesaving for many people, especially underserved people."

Dr. María López-Rosario

Life at Iris

At Iris, we love to celebrate and applaud our providers for the amazing work they do each and every day. If you would like to learn more about what life at Iris is like, [get in touch today!](#)

Sources

1. Doximity. (2023). 2023 State of Telemedicine Report. <https://press.doximity.com/reports/state-of-telemedicine-report-2023.pdf>

Top 10 words providers use to describe their experience at Iris

Uplifted
Love Balance
Happy Responsive
Wonderful Lucky Supported
Amazing Flexible

