

# TIPS FOR TELEHEALTH

Get your practice and patients prepared for successful virtual visits. *These tips apply to all EHRs.*

## Get the word out

### Educate your patients:

- ✓ Create a telehealth information landing page. Link from your homepage and include these resources:
- ✓ Telehealth **poster** for patients (personalized brand version available)\*
- ✓ Patient-facing educational **video**—this short, fun video can help familiarize your patients with the telehealth experience
- ✓ Include telehealth in your Google Business Profile—**see guide**
- ✓ Use your practice's Facebook, Instagram, and LinkedIn accounts to promote virtual visits
- ✓ Develop an email plan to inform patients and share the listed resources—see email template
- ✓ If your practice has texting capabilities, let your patients know via text that you offer virtual visits and include instructions on how to schedule an appointment
  - Example text: [Insert Practice/Provider Name] offers virtual visits so you can see your doctor from your home or when on the go through your mobile device or computer. Call [insert practice number] to schedule today or visit [practice URL leading to the information] to learn more.

#### \* Customizable Brochure and Poster Options

These are all live on the print-on-demand site and available for printing or digital downloads. Both require a small fee but the digital version is free with any print order.

## Set your *practice* up for success

### Practical steps:

- ✓ Create a messaging script to help you communicate consistently with each patient you meet with virtually
- ✓ Become familiar with any EHR short-cuts to make documentation during the virtual visit more efficient
- ✓ Develop a contingency plan and determine who to call if there are technical issues

## Set your *patients* up for success

### These resources can help your patients engage successfully in virtual visits:

- ✓ Patient QuickStart Guide
- ✓ Device and Connection Guide

Available in the **Success Community**. To learn more about the Success Community, visit **Pathway**.

These guides are also available on the **OTTO Health** website.

Visit the NextGen Healthcare **Virtual Visits** Page for updates.

- ✓ **Tech support** webpage

## Virtual Visits: 7 Tips for Providers

- ① **Make sure your patients can see you clearly**—adjust your camera to eye-level and keep the room well lit
- ② **Practice virtual visits with staff** and family to gain experience and become more comfortable with patients
- ③ **Set clear expectations upfront**—share how you plan to conduct the virtual visit, reaffirm benefits, and answer the patient’s questions
- ④ **Show empathy**—let patients know you’re becoming familiar with virtual visits as well—to help make them feel more comfortable
- ⑤ **If you’re running late, use the Clinical Admin User functionality** or an alternative workflow to enable support staff to communicate delays with patients
- ⑥ **Use the camera and microphone on/off toggles** if you need to step out
- ⑦ **Ask for feedback**—encourage patients to share their thoughts after the virtual visit

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