

## Telemedicine Visit Checklist for Physicians: Preparing for the visit



MASSACHUSETTS  
MEDICAL SOCIETY

*Every physician matters, each patient counts.*

### Location:

- Find a quiet and private space – close doors and windows to high-traffic areas. This may be your office, an exam room, or study.
- Remove clutter from the area where you will sit and have a blank wall behind you.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.



### Technology:

- Ensure your device has enough charge (or is plugged in).
- Use a hard-wired internet connection. Although Wi-Fi is acceptable, you are less likely to lose connection if you are plugged directly into the internet with a wired ethernet cable. Adjust the angle of your camera so you fill as much of the screen as possible.
- Test and know how to use your equipment. Have the phone number for tech support close by – just in case.
- Avoid having unnecessary apps or programs open/running on your device – this may reduce the quality of your video.

### Audio:

- Mute, turn off, or remove possible noisemakers such as your cell phone or overhead paging system.
- Eliminate echoes: check if the echo-causer is using a laptop with external speakers. If so, have them disconnect the external speakers.  
Have the person turn down the volume of their speakers.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked and the volume is on.
- Speak normally – slowly and clearly – in the direction of the camera.

## Visual:

- If possible, move the inset screen showing the video of the patient to be just below your camera lens, so the patient sees you looking at them rather than at a corner of your screen
- Dress professionally and wear neutral-colored clothing without detailed patterns.
- Wear jewelry that is small and not distracting (or none).
- Avoid too much movement.
- Don't look at your picture on the screen.

## General

- Be on time.
- Have the patient's chart readily accessible.
- Review the patient's chief complaint and medical history before the visit. As the visit is ending, explain next steps, e.g., to pick up prescribed medication or schedule a follow-up visit in # week

**“This document summarizes MMS and TMA understanding of current generally-accepted best practices. It is intended to serve as a general resource and does not constitute legal advice. Patients, physicians, and other healthcare providers should exercise their own discretion in implementing telemedicine measures. If you need legal advice, please consult an attorney.”**

**2019 Texas Medical Association. All rights reserved.**

The Texas Medical Association acknowledges the Texas Medical Association Special Funds Foundation for its support of this document through funds awarded by The Physicians Foundation.



**RELEASED: March 2020, Texas Medical Association**

**DISTRIBUTED BY: Massachusetts Medical Society**

Massachusetts Medical Society  
860 Winter Street ▪ Waltham, MA 02451  
[www.massmed.org](http://www.massmed.org)