

## **TIP SHEET FOR TELEHEALTH/VRI INTERPRETING SUCCESS**

- **Find a quiet and private space.** Ensuring patient privacy is crucial to a high-quality telemedicine visit.
- **Remove all clutter in the background**
- **Adjust the lighting.** Lighting may impact quality. Turn on overhead lights and block light from windows if needed.
- **Have your introduction script at hand if needed**
- **Be prepared to take notes,** and inform provider that if you are looking down, it is for that purpose.
- **Silence your desk/personal phone**
- **Position video cam of your computer at eye level**
- **Try to look directly at the camera** and not at the screen below when speaking.
- **Test equipment before you start.** Ensure that your volume is on, the audio is clear, and your camera and microphone are working. Some prefer headphones for greater clarity. Find the best headphones for quality and comfort.
- **Come prepared.** Going into the patient encounter understanding the chief complaint and background will reduce the amount of questions, and will help prevent miscommunication. Telemedicine interpreting does get easier with time, patience, and practice. Preparation is key.
- **When it's helpful, name it.** Technical glitches, delays, or difficulty hearing may occur, and that's okay! It's better to address issues directly, and then continue the visit. (i.e. "Let's pause for a moment, because I am having difficulty hearing you. What you have to say is important to me! Would you mind speaking up?")