

# TELEPRESENCE SKILLS

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How to build and maintain authentic and effective provider-patient relationships when practicing telemedicine

# OUR TELEMEDICINE JOURNEY

- 2009: We converted the existing private practice patients to telemedicine
- 2010: We took over a failing Department of Education contract to diagnose & treat students with moderate to severe mental illness on the islands of Maui, Molokai and Lanai -- which became statewide in 2014
- We see patients in their homes and in schools across six Hawaiian islands and three states
- No grant funding --- No university funding --- No venture capital

SO AFTER 20,000 SESSIONS WE'VE  
LEARNED A FEW THINGS.

THESE STRATEGIES WILL HELP YOU FEEL  
MORE CONFIDENT, AND BECOME MORE  
COMPETENT WITH TELEMEDICINE

Because Telemedicine > Provider + Camera

ASK A BEGINNER OF THE PERSO SMART PHONE!



ARE YOU PROUD OF YOUR PICTURE?

WHAT DID YOU DO WELL?

WHICH ASPECTS COULD LOOK BETTER

WILL THEY LET YOU POST IT ON THEIR FACEBOOK PAGE?

IN ORDER TO TEACH YOU HOW TO LOOK GOOD  
ON CAMERA ...

I NEED A VOLUNTEER TO TAKE MY PICTURE



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# STAGING MATTERS

Background objects and colors

Frame participants

Participant arrangement

Apparent eye contact

Lighting

Sound

Eliminate distractions

Plug into network  
whenever possible





# HOW YOU PRESENT YOURSELF MATTERS



# SELF-MONITOR & USE NONVERBAL GESTURES MORE INTENTIONALLY & MORE OFTEN



# WHEN IN DOUBT, NOD AND SMILE



# AVOID TECHNIQUE FACE



# CREATE AN AUTHENTIC MEDICAL EXPERIENCE



- Skilled telemedicine providers forge a strong provider-patient relationship in this venue
- Use the staging and nonverbal communication topics in this talk to create an authentic medical experience for both the patient and the provider

# DON'T FORGET TO HIRE TECH SUPPORT

- You will need to hire & train a telepsychiatry coordinator to teach and support:
  - Provider and patient training
  - Room staging
  - Internet / hardware failures
  - Camera and sound configuration issues
  - Software issues



## SUMMARY: *DOING* TELEMEDICINE WELL

- Create an authentic provider-patient experience
- Arrange good staging, lighting, privacy, camera placement, and sound at both patient and provider sites
- Mindfully exercise nonverbal skills to create vibrant, reciprocal exchanges
  - Dress well and look professional
  - Use congruent gestures more often and keep them in the camera frame
  - Avoid technique face
  - Nod and smile
- Provide telepresence training and technical support to the providers and patients in your program

# Have a Happy Halloween!

You are invited to download and share our free **Virtual Home Visit** and **Virtual School Visit** guidebooks from our website at [www.mind-bodyworks.com](http://www.mind-bodyworks.com)