

Tips and suggestions for optimising your Webside Manner

- Set-up
 - ❖ Ensure a private setting by using a head set and closing doors & windows
 - ❖ Use a neutral background and keep the lighting in front
 - ❖ Dress professionally
- Introductions
 - ❖ Introduce yourself and show patient your photo ID
 - ❖ Verify patient's name and review consent
 - ❖ Ask if there is anyone else present
- Non-verbal cues
 - ❖ Maintain "eye contact" with the camera and not with the patient
 - ❖ Remember facial expressions are exaggerated on virtual platforms
 - ❖ Advise patient that you need to type or look away to see their record
- Wrap-up
 - ❖ There is no "door knob" moment, allow time when winding up.
 - ❖ Summarize - consider using the chat function

Adapted from presentation (June 29) by Dr. Krystine Sambor, Medical Director of the North Shore Medical Group