



Category	Best Practices for Telepsychiatry Consultations
<b>Hardware &amp; Software</b>	<b>Be flexible with devices.</b> Your patients may have different devices (e.g., iPads, laptops, desktops, etc.). Try to work with what they have. This applies to your practice as well.
	<b>Use picture-in-picture (PiP).</b> It can be hard to know what you look like on camera. Use PiP to see what you look like to the patient: throughout the consultation. It is also helpful to keep in mind where the camera is so you can make good eye contact with your patient.
	<b>Chart on a second screen.</b> Use a second monitor chart during the consultation. This saves time, and as long as you retain good eye contact, this can be socially appropriate.
	<b>Virtual Bedside Manners</b>
	<b>Smile and be warm.</b> Video tends to flatten your emotions so try to present yourself warmly and smile. Be 110% of your usual self. If you are too serious, video can make you excessively stern or flat.
	<b>Emphasize privacy.</b> Introduce any observers, family members, or others on both sides of the videoconference if there are any. Make sure doors are shut to aid privacy. A smartphone in a parked car is a private and easy place for patients to use.
	<b>Set clear expectations.</b> Start with some small talk to break the ice, then set up a "brief agenda" for the consult. Set clear expectations by discussing how long the consult is expected to take.
	<b>Manage time with good communication.</b> Start with open-ended questions but be prepared to summarize more than usual to help with time management. Warn the patient when you are a few minutes from the end of the consult.
	<b>Double check that you're offline.</b> Be extra careful what you say or what you are doing immediately before and after the video consult. Check the PiP and your camera to make sure you are offline before you move on to emails or your next patient.
	<b>Have fun!</b> Enjoy your interaction with your patients. They will feel your joy through videoconference.
<b>Clinical</b>	<b>Document the patient's address.</b> Make sure to chart the originating site of your teleconsultation. Write that you have verbally consented the patient prior to using video.
	<b>Vitals.</b> If you need vitals, ask the patient, if possible, to buy their own thermometer, blood pressure cuffs, etc. from a pharmacy and observe them taking their vitals.
	<b>Physical Exams.</b> There are a number of physical exams that can be conducted via video by getting the patient to move in certain directions and positions. Try to accomplish as much as you can.
	<b>Place orders during the visit.</b> Put all your orders in while you have the patient available. Talk through the orders with your patient: to enhance the patient-provider relationship.

Source: Adapted from Yellowlees P, Shore JH, American Psychiatric Association, eds. Telepsychiatry and Health Technologies: A Guide for Mental Health Professionals. First edition. Arlington, VA: American Psychiatric Association Publishing; 2018.