UMTRC
Virtual Office Hours
Webside Manner
August 21, 2020
Topics for Discussion

- Videoconferencing Etiquette Basics
- Lighting
- Background
- Eye Contact
Telemedicine Room Design

- Location / Size
- Placement of equipment & furniture
- Electrical & telecommunications connections
- Lighting, Acoustics, Wall color
Clinician / Education Rooms

- Remote Clinician Room
  - Room size can be smaller than patient exam room
    - No exam table needed
  - Consider camera viewing area/angle

- Clinical Education Room
  - Classroom setup
  - Writing desk/tables
  - White board
  - Adequate audio and video feeds
  - Size of viewing monitor
    - Should be larger than exam room monitors
Existing Patient Room

- Large enough to move around comfortably
  - Exam table
  - Chairs
  - Telemedicine equipment
  - Patient
  - Telepresenters
  - Work surface
  - Phone/computer, etc.
Seeing patients from home in their home

- Privacy
- Consent
- Vital Signs
Examples
Optimal Lighting

- Diffused soft light source
  - No shadows
  - Depicts colors naturally
- Place a light in front of a patient to reduce shadows
- Avoid backlight from windows or overhead lights
Avoid Harsh Directional Lighting
Impact of Supplemental Lighting
Impact of Backlighting
What’s in your Background?
Impact of Background Wall Color
Ideal Wall Colors

White or light walls can darken faces.
A dark wall can lighten faces.

A robin’s egg blue or light gray background works well on all skin tones.
Clean and Uncluttered

An uncluttered background optimizes camera function and improves the view at the remote site. Wires, telephones, fax machines, monitors, computers, peripheral equipment and furniture can contribute to a cluttered and inefficient workspace. Make an effort to arrange and store them in an organized, efficient way.
Camera Positioning & Placement

Both participants should be looking directly at each other, simulating an in-person discussion.
Distractions....
External Noises

- Elevators
- Facility HVAC
- From traffic outside
Acoustics

- High ceilings and hard surface floors
  - Can create echoes
- Sound dampening
  - Carpet, drapes, acoustic tiles on the ceiling
  - Sound dampening paint
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Additional Resources and Contact

- COVID-19 Resources
- Telehealth FAQs
- “Starting a Telemedicine Program During the COVID-19 Pandemic” webinar recording
- Technology toolkits
- Other resources
- Monthly newsletter and updates

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