

Basics of Virtual Care



Environment

Privacy | Technology Staging | Lighting

- Private Space
- Muted Pale Tones
- Non-cluttered Space
- Well-Lit
- Room Divider
- Internet Connection
- Quality Webcam
- Raise Computer



Professionalism

Attire | Personal Presentation

- White Lab Coat
- Solid/ Bold Colors (Avoid Patterns)
- 1/3 rule to Position Webcam
- 2 Feet from Webcam
- Eliminate Disturbing Noises
- Voice Control (Empathy and Warmth)



Non-Verbal Communication

Body Movements Posture | Gestures

- Thumbs-up
- Nodding and Smiling
- Raise Hand
- Keep Eye Contact
- Fist Bump
- Wave
- High 5

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