

<p><b>START OF VISIT</b></p>	<ul style="list-style-type: none"> <li>• Check in with the patient/family to confirm the screen is set up correctly and that they can hear/see you.</li> <li>• Let the patient/family know that it is okay to interrupt you if they need to pause or make adjustments at any point during visit.</li> <li>• Confirm that you will call the patient/family in the event sound or video is lost during the visit.</li> <li>• Explain the challenges of “making eye contact” with the patient/family via webcam.</li> <li>• For the first telehealth visit with the patient/family, provide an overview of the visit: <i>“We will have 30 minutes together. We can start our visit by checking-in about any concerns you might have. Then, we can discuss how things are going with your treatment and/or any symptoms that you might be experiencing. I would also like to spend some time talking about how you and your family are coping with your illness and treatment. At the end of our visit, we can review any prescriptions refills you need. We can also schedule our next telehealth visit.”</i></li> </ul>
<p><b>CLOSE OF VISIT</b></p>	<ul style="list-style-type: none"> <li>• Review <u>prescription refill</u> needs.</li> <li>• Determine and discuss how you will provide prescriptions to the patient/family.</li> <li>• When possible, <u>schedule the next telehealth visit</u> with the patient/family.</li> <li>• <u>Check-in</u> with the patient/family before signing off:             <ul style="list-style-type: none"> <li>— <i>“Do you have any questions or concerns about this telehealth visit as we close?”</i></li> <li>— <i>“Is there anything that would be helpful for me to know in order to prepare for our next visit?”</i></li> </ul> </li> </ul>