

Webside Manner Cheat Sheet

THE ESSENTIALS

START STRONG

Greet patients warmly and confidently.

Example: "Hi, I'm Dr. [Your Name]. I'll be reviewing your case and working with you today to find the best solution."

Personalized opener:

"I see you've been dealing with [specific issue]. Let's work on this together."

MAINTAIN A PROFESSIONAL APPEARANCE:

- ☐ Wear clean, professional attire (collared shirt, scrubs).
- ☐ Avoid white coats and stethoscopes unless necessary.
- ☐ Use a tidy or virtual background free of distractions.

Camera Positioning

- Keep the camera at eye level for a natural connection.
- Look at the camera (not the screen) when speaking.

Non-Verbal Communication

- ☐ Nod occasionally to show engagement.
- ☐ Maintain an open, relaxed posture.

BODY LANGUAGE AND EYE CONTACT

TIPS FOR EFFECTIVE COMMUNICATION



SPEAK CLEARLY AND CONCISELY

Use simple language to explain medical terms.
Example: "Instead of saying 'hypertension,' use 'high blood pressure.'"



ACTIVE LISTENING

Repeat back concerns to confirm understanding.
Example: "So you're saying you've had headaches for three days?"



ENCOURAGE QUESTIONS

Invite patients to share concerns or clarify instructions.
Example: "Does this make sense so far? Are there any questions I can answer?"



PROACTIVE PATIENT ENGAGEMENT



END EACH SESSION WITH CARE

- Summarize key points and next steps.
- Example: "To recap, we'll start with [treatment plan]. If anything changes, reach out through [platform]."

SET CLEAR EXPECTATIONS

- Set a realistic timeframe for follow up.
- Example: "I'll review your chart today, and you can expect a follow-up message by tomorrow."

YOUR WEBSITE MANNER CHECKLIST

- ☐ Greet patients warmly with a professional introduction.
- ☐ Ensure a distraction-free environment with appropriate lighting.
- ☐ Use patient-friendly language and confirm understanding.
- ☐ Invite questions and clarify follow-up steps.
- ☐ Thank the patient for their time and emphasize your availability.

MANAGING TECHNOLOGY CHALLENGES

Anticipate and Address Tech Issues:

- ☐ Test your internet connection and video platform before starting.
- ☐ Ensure your microphone and camera are functioning.
- ☐ Have a backup plan if technology fails (e.g., phone consultation).

Script for tech hiccups:

"It seems like we're having a connection issue. Let's switch to [alternative method] so I can continue to assist you."

Takeaway...

Patients value clear communication, empathy, and professionalism in a virtual setting. Master these skills to create a lasting impression and foster trust in telemedicine.

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