



Our experienced telehealth team offers these tips to make each telehealth visit successful!

UC Davis Health Clinical Telehealth Program

Toll Free Phone:
(877) 430-5332

Referral Fax:
(866) 622-5944

health.ucdavis.edu/cht

Please contact us if you have any questions.

Telehealth Guidelines for Remote Sites

- Do not room the patient until the specialist notifies you that they are ready to see the patient.
- Introduce the patient to the specialist immediately when the patient enters the room.
- Do not discuss equipment problems with the patient. If technical personnel must come into the room, be sure to ask the patient's permission first. If there is a prolonged problem with the equipment, remove the patient to the waiting room until the problem has been solved.
- Do not discuss staff or operational problems with the patient.
- Confidentiality: Keep all doors closed when talking to the patients and staff.
- If technical problems occur, call your technical support person or team immediately.
- Make sure the specialist and the patient are aware of all the people in the room at all times.
- During the consult, speak clearly with a normal speaking volume and remember that whispers can be heard.
- Clean medical scoping equipment between patients.