

Communication

Effective communication is important to the success of a Telemedicine call

This document provides an overview of best practice when communicating.

Effective communication is:



Understandable – provide information that is easy to understand, as the knowledge of the person on the call may differ from time to time



Accessible – consider how the person on the call receives health information and repeat the information back to them to make sure it is correct



Actionable – ensure the person on the call is ready to act by giving them step-by-step instructions



Credible – develop trust with the person on the call by giving clear and simple information, which will make them more likely to follow your recommended steps



Relevant – provide relevant information to the person on the call to make sure they understand that there is a health risk to the patient



Timely – you must follow the telemedicine protocol when you give information to the person on the call so they have the information they need – it will save time and lives



Effective listening and communication are accomplished by:

- Being a good listener
- Being a good speaker
- Avoiding making assumptions
- Knowing your setting
- Taking accurate notes
- Reading accurately
- Thinking ahead
- Reasoning

Appropriate telephone protocol is essential for an effective call. Applying the following steps will help you to manage calls effectively and deliver the best possible care. Ideally, the duration of your call should be between 2–10 minutes.

Steps to an effective call

When about to make a call	Make sure you are in a quiet room Check the line is working												
During the call	<table border="0"> <tr> <td>Identify yourself and speak clearly</td> <td>Understand the treatment given</td> </tr> <tr> <td>State the purpose of the call</td> <td>Report/find out the patient's current condition</td> </tr> <tr> <td>Take/provide the personal information of the patient</td> <td>Pause when you have finished speaking</td> </tr> <tr> <td>Take/provide a medical history</td> <td>Listen carefully to the person on the call</td> </tr> <tr> <td>Report/find out findings from any examination</td> <td>Avoid multitasking</td> </tr> <tr> <td>Take/provide the provisional diagnosis</td> <td>Document the call</td> </tr> </table>	Identify yourself and speak clearly	Understand the treatment given	State the purpose of the call	Report/find out the patient's current condition	Take/provide the personal information of the patient	Pause when you have finished speaking	Take/provide a medical history	Listen carefully to the person on the call	Report/find out findings from any examination	Avoid multitasking	Take/provide the provisional diagnosis	Document the call
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Ending the call	Summarize agreed actions												

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