

# Tips for Senior Friendly Virtual Care Visits

01

Prepare both patients & caregivers

02

Review the patient's chart in advance

03

Verify audio & video are optimized

04

Have a mitigation plan for technology

05

Be on time & introduce yourself

TOP  
10

Use facial expressions & body language

06

Listen & reflect back what you hear

07

Ask if they have questions

08

Send a summary of what was discussed

09

Evaluate the patient experience

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