

### **Telehealth Tips for Caregivers:**

1. Try to move resident in private room rather than talking in common area (unless it would greatly upset them to move).
  2. Make sure the light is in front of the resident and not behind them so I can see their face.
  3. Turn off TV/radio in room and shut door to minimize background noise and distraction.
  4. Stay in room to assist with visit if resident has trouble hearing, talking, or communicating.
  5. Don't allow the resident to hold the tablet; please set it on a table.
  6. Check the small screen on the device to make sure that the patient's face is visible and centered.
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### **Shorter Version (can be posted on device)**

#### **Telehealth Tips for Caregivers:**

- Lighting: More light on face, less behind head.
- Privacy: Avoid public areas, use resident room.
- Set device on table. Don't allow resident to hold.
- Noise: Shut off TV/radio and close door.
- Staff stay in room until connection is confirmed.
- Sound: Volume up to max, put in hearing aids.
- View: Face should be centered and fully visible.