A tip for seeing patients remotely, as I've been seeing patients (individuals and groups) by telemedicine exclusively for several years now. I recommend you take a minute or two to set up your own camera/positioning so that the patient can see from top of your head down to the top of your legs / hands. You will probably have to push your monitor way back on your desk and even push your chair away from the desk. When the patient connects I ask them to do the same. Once they've set it up once or twice, I find they do it automatically for future appointments. I find that this way it feels most like we are sitting across from each other - as opposed to being two heads talking, like people tend to do on video platforms with friends and family. In psychiatry/therapy we need to see the signaling pathways, so very important to see the patients' hands, also to see if the legs are tapping with high anxiety etc.

If the audio is not great on your end, then external speakers (they are so cheap these days - Logitech was the best brand when I bought mine, but check current reviews for what's out there) are a great investment. Sometimes patients use built-in microphone/speakers, and the audio can be terrible. If that's the case, I ask them to use a headset if they have one (most do), and the audio tends to be much better. You can also use a headset yourself, and that will work as well as external speakers - I thought it might take away from the patient's experience though if I looked like a pilot.

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