

“Webside Manner” ..What’s that?

It’s how Eagle Telemedicine providers **empathize with patients**. A play off the classic phrase bedside manner, we use “webside” instead since we are **providing care remotely**. Telemedicine providers working with Eagle learn how to **make good eye contact**, use hand gestures over video and adopt a **soothing tone of voice** to help the patient adjust to the robot.



*“Hi, I’m Dr. Smith. I am a board certified internal medicine specialist. We are using technology to communicate because we want you to receive care as quickly as possible. **Is it okay if we use telemedicine to perform your exam today?**”*

REMEMBER TO ALWAYS:

- ✓ ASK QUESTIONS
- ✓ CONFIRM SYMPTOMS
- ✓ EXPLAIN TREATMENT



96% of first-time patients would recommend telemedicine services.

Practice makes perfect!

Verbal Words

Tone of Voice

Body Language

