

Student Expectations for Telehealth Visits

Johns Hopkins School of Nursing

Purpose

To ensure students demonstrate the same professionalism, communication skills, and appearance standards expected in patient-care settings during telehealth visits.

1. Professional Behavior & Conduct

- Introduce yourself professionally and clarify your role as a student.
- Obtain verbal patient consent for student participation.
- Communicate respectfully using appropriate language and demeanor.
- Maintain confidentiality and ensure a private environment. There should be no other persons/pets in the environment, even if using headphones.
- The student should be fully engaged in the visit, free from noise, interruptions, or distractions. This includes childcare responsibilities or other distractions.
- Collaborate with preceptors and follow clinical structure.

2. Professional Appearance / Dress Code

- Wear business-professional, business-casual, or school uniform that aligns with an in-person visit.
- Clothing must be clean, neat, and non-distracting.
- White coats may be worn if consistent with program and/or clinical site expectations.
- Student ID should be worn and visible on camera, if possible.

3. Telehealth Etiquette

- Maintain eye contact by looking into the camera.
- Sit upright and avoid distracting behaviors.
- Avoid casual on-camera behavior (ie, drinking, eating, multitasking, texting, checking email, browsing, or walking around with device).

- Camera should remain on during the entire visit unless otherwise instructed by the preceptor.

4. Technical & Environmental Requirements

- Use a quiet, private space to maintain patient privacy. Headsets are encouraged.
- Visits should never be conducted in public areas, shared workspaces, or locations where others may inadvertently hear protected health information (PHI).
- Only the patient and authorized provider should be present during the visit unless explicit patient consent is obtained.
- Ensure a neutral background, good lighting, and steady camera placement.
- Blurred backgrounds should not be used, as it may negatively impact the patient's feeling of privacy and confidentiality
- Use reliable internet and secure telehealth platforms and ensure accessibility and connectivity prior to the scheduled appointment time
- Have backup communication options in case of technical failure.

Students are expected to comply with additional and/or site-specific instructions as directed and attend all training provided by the site.