

Management of the Hybrid Patient-Provider Relationship

- Environmental factors, such as the processional décor of the office or angle of a camera lens, play a role in rapport building.
- Demonstrating empathy and respect.
- Adopting a collaborative problem-solving style.
- Consider **8 main forms of nonverbal communication** that are important for developing and maintaining this relationship without being psychically present.

1. Strong eye contact



2. Awareness of voice intonation



3. Assuring body posture and gestures



4. Emotional expressiveness and perceptiveness



5. Professional appearance



6. Appropriate use of physical space



7. Facilitative conversational behavior



8. Effective time management



Derived from the American Psychiatric Association's Telepsychiatry Toolkit:

<https://www.psychiatry.org/psychiatrists/practice/telepsychiatry> and Toh N, Pawlovich J, Grzybowski S. Telehealth and patient-doctor relationships in rural and remote communities. Canadian Family Physician. 2016 Dec 1;62(12):961-3.