

A guide for patients on video consultations with your doctor

1. Decide if video is right for you

-  Do you have a suitable computer, tablet or 'smart' phone with a camera and microphone?
-  Do you need a video consultation, or will a phone call do?
-  Video consultations provide more visual information and may be reassuring if you're anxious
-  Your doctor or health professional may provide a video consult in a different location to the practice (e.g. from their home)
-  Get a friend or family member to assist you with technology setup and decide if you want them with you
-  Ask if you think you need an interpreter
-  Check your doctor or health professional website to see what's available
-  Is there anything you need to know about or do, or any specific guidance or links that you need



2. Getting set up technically

-  Make sure you have a good internet connection
-  Find a quiet place where you won't be disturbed and can talk privately. There may be children and other members of the family who are in the home. (The car or a quiet spot outside may be worth considering).
-  Test your audio and video connection and adjust the settings so you can see and hear well (or get someone to do this for you). Consider if you need a headphone with a built-in microphone.
-  Check the practice website for what you need to do (different solutions have slightly different set-up steps)
-  Avoid wearing bright, reflective or patterned clothing as this causes reduced picture quality

3. Booking and connecting

-  Make a video appointment by following the instructions of the practice
-  Let the practice know as soon as possible if you need to cancel the appointment
-  Connect at least 5 minutes before your appointment time
-  The doctor will identify you and themselves to ensure they are talking to the correct person
-  Make sure the practice knows your phone number so they can call you back if the connection fails
-  Say hello or wave when you see the doctor, nurse or other health professional (you may both have to click on mute/unmute buttons and allow your browser to use the microphone and camera to get the sound and picture working well)
-  Ask how long the appointment may take and who it is with



4. Finishing the consultation

-  Look at the screen (there's no need to look directly at the camera)
-  If all goes well, the call will feel like an in-person consultation
-  Use the screen camera to show things (e.g. a rash)
-  If you get cut off and can't reconnect, wait for a phone call
-  As with any discussion with your doctor, write down any advice or instructions, and make sure you understand the next steps (e.g. how to get a prescription or a test)
-  Ask questions if you are not sure or are having issues with the technology
-  When you've both said goodbye, disconnect