# VIDEO CONSULTATIONS IN PRIMARY CARE 2:

# How can our practice get set up?

**Decide and plan**

- Practice meeting (perhaps virtually)
- Involve practice manager, clinicians, administrative staff
- Agree what kind of appointments will be done by video
- Agree what hardware and software will be used
- Ensure staff know about the plans and their concerns are heard
- Develop links with local technical support team

**Set up the technology**

- Internet connection (preferably, fast broadband)
- Technology in place (select and install video call software and peripherals such as webcam, microphone)
- Hardware and software up to date and audio/video working
- If working remotely, ensure home technology meets standard and there is read/write access to the practice's clinical record system
- Produce information for patients on what technology they need

**Set up the workflows**

- Update practice website with information on video calls
- Update clinic templates to show availability for video calls
- Create appointment code for a video consultation
- Put process in place for scheduled & unscheduled appointments
- Put arrangements in place for in-person contact (e.g. collection of forms); ensure prescriptions are sent directly to pharmacy
- Make contingency plans for what to do if video link fails e.g. clinician will contact patient by phone

**Training and piloting**

- All staff have been trained in the new system and are competent
- Clinicians have all the necessary equipment in their rooms (or access to a shared room)
- Technical aspects have been tested by making a dummy call
- Staff have tested the process (including making an entry on patient's record, arranging follow-up, sending prescription etc)
- A patient / layperson has tested the process