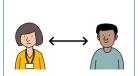
Video consulting with your patients

A quick guide for clinicians

#### Why choose it?



You can see patients while maintaining isolation or social distancing



Visual assessment adds key clinical data



Calls are safe and secure





The decision to choose it is shared between you and the patient







It can save patients stress, time and travel expenses

## Preparing for a video consultation

1



Send an email or letter to the patient with instructions before the consultation

2

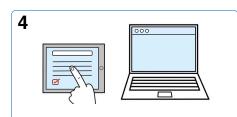


Use a private, well-lit room where you will not be disturbed

3

123 567 890

Have the patient's phone number ready in case you cannot connect



If possible, have two screens so you can take and read notes on one and talk to the patient on the other

5



At the start of each day, test the equipment to make sure it all still works

Please turn over

**Funders** 

















### Starting a video consultation



Initiate the consultation by inviting or calling the patient by video software



If you can see and hear each other, start by waving and ask how the patient is doing



Reassure the patient that a video consultation is just like a regular consultation





Reassure the patient that the call is confidential and secure

10





For the first video appointment, take and record consent



If you have a colleague with you, introduce them

# Communicating in a video consultation





It works the same as face to face, but there may be glitches, e.g. audio delays or blurry images



You don't have to look at the camera. Looking at the screen is fine

14



Inform patients when you are otherwise occupied, e.g. taking notes



Inform patients they can use the screen camera to show things, e.g. area of pain

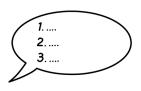
16



Record the notes as you would in a traditional face-to-face apointment

# Closing a video consultation

**17** 



Summarise the main points of the consultation to make sure nothing is missed

18



Ask the patient whether they want to have the next appointment over a video call

19



If the patient has no more questions, you can say 'goodbye' and end the call