

Video consulting with your patients

A quick guide for NHS staff



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 and clinicians stress, time and travel expenses

Preparing for a video consultation

1

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

2

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

3

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

4

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

Produced by



Please turn over

Funders



Contributors



Starting a video consultation

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

7



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

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

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Reassure the patient that the call is confidential and secure

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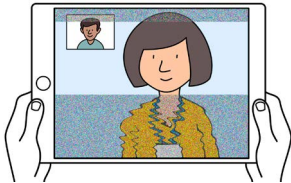
Obtain and record consent at the start of every video appointment, be mindful that the patient can withdraw their consent at any time



If you have a colleague with you, introduce them

Communicating in a video consultation

12



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

13



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

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

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

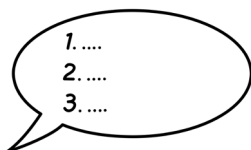
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Record the notes as you would in a traditional face-to-face appointment

Closing a video consultation

17



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

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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