# Video consulting with your patients

## A quick guide for clinicians

**NHS**

## Why choose it?

You can see patients while maintaining isolation or social distancing

Visual assessment adds key clinical data

Calls are safe and secure

YES ✓ NO — The decision to choose it is shared between you and the patient

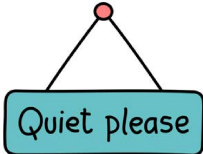It can save patients stress, time and travel expenses

## Preparing for a video consultation

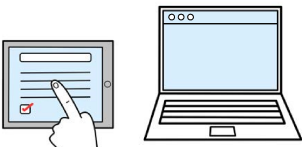**1** Send an email or letter to the patient with instructions before the consultation

**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

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

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

*Please turn over*

# Starting a video consultation

**6**
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

**8**
Reassure the patient that a video consultation is just like a regular consultation

**9**
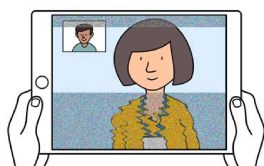Reassure the patient that the call is confidential and secure

**10**
For the first video appointment, take and record consent

If you have a colleague with you, introduce them

# Communicating in a video consultation

**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

**14**
Inform patients when you are otherwise occupied, e.g. taking notes

**15**
Inform patients they can use the screen camera to show things, e.g. area of pain
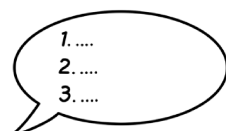
**16**
Record the notes as you would in a traditional face-to-face apointment

# 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