




















DECIDE IF VIDEO IS RIGHT FOR YOU?

-  For general information and self-care tips, use a website (e.g. put 'coronavirus faq' into Google)
-  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 be working away from the practice
-  Get a friend or family member to assist you with technology setup
-  Ask if you think you need an interpreter
-  Check your doctor or health professional website to see what's available








GET 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).
-  Make sure you have a computer, tablet or phone with a built-in camera and microphone
-  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

BOOKING AND CONNECTING

-  Make a video appointment by following instructions from your GP 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 your privacy
-  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)

DURING YOUR CONSULTATION

-  Look at the screen (there's no need to look directly at the camera)
-  If all goes well, the call will feel like a face to face appointment
-  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

With thanks from Trisha Greenhalgh, on behalf of the IRIHS research group at the University of Oxford, with input from Clare Morrison of Scottish Government Technology Enabled Care Programme and Professor Gerald Koh Choon Huat from National University of Singapore

