

PREPARING FOR YOUR VIDEO CONSULTATION - A TELEHEALTH GUIDE FOR PATIENTS


STEP 1: Check you have the right equipment for a video consultation

- ✓ You will need a computer or tablet computer with either a built-in webcam or a USB webcam.
- ✓ Ensure you have a good internet connection. **TIP!** If you can watch YouTube clips, your connection is probably good enough for a video consultation.



Once you have an appointment here's how to prepare and get the best out of your video consultation.

STEP 2: Prepare for your video consultation

 Before your video consultation, ask others in your household to stop using internet applications that might slow your connection, such as video streaming or gaming.



Have all your relevant health records, prescriptions, list of medication and copies of results.



Prepare a list of questions you want to discuss and have a pen and notepad with you.



If you have any medical devices, place them nearby (e.g. thermometer, blood pressure cuff, blood glucose monitor).



Set-up in a quiet, private and well-lit room.



Try not to sit with bright light behind you – for example, face the window rather than having your back to the window. This will help to ensure your face can be seen clearly.



Connect your laptop or tablet to the internet, and check you have a good connection.



Sit close to the camera so your head and shoulders are in view.



If there is someone with you, ensure both of you can be seen.

A few minutes before your appointment, follow the connection instructions provided to you when you made the appointment.

TIP! Do a test call before your appointment to make sure everything works – call us if you need help.

STEP 3: During your video consultation

- ✓ Look directly at the screen.
- ✓ Speak a little more slowly than normal so that your clinician will hear you clearly.
- ✓ Avoid talking over the top of your clinician. Pause after speaking and be conscious of taking turns to speak.
- ✓ If you get cut off and can't reconnect, wait for a phone call from the clinician.

- ✓ If you need to move out of camera view, let your clinician know what you are doing.
- ✓ Write down any advice or instructions, and make sure you understand the next steps (e.g. where to leave a specimen; how to receive a prescription).
- ✓ Repeat the instructions back to the clinician.
- ✓ When you've both said goodbye, disconnect the call.

*Modified with permission from Queensland Health