

TIPS FOR MASTERING VIDEO CONSULTATIONS

7 WAYS TO MAKE SURE PATIENTS GET THE BEST ONLINE CARE



1) TAKE TIME TO BE PREPARED

Your internet connection must be reliable. Be ready with a backup plan if there are connectivity issues and be familiar with your video conferencing platform. A little preparation goes a long way!

2) USE THE PERSONAL TOUCH

Begin with a warm greeting and introduction. Looking at the camera, establish eye contact and use the patient's name. The less tech-savvy may need basic advice. Screen sharing can help display relevant images.



3) PRIVACY AND SECURITY

The connection must be secure, as specified by the NHS. Confirm the patient's identity and date of birth. Remind the patient to ensure their own privacy during the consultation.

4) COMMUNICATE CLEARLY

Speak clearly and at a moderate pace. Avoid using medical jargon. Pay attention to the patient's concerns and questions, using verbal and physical cues, such as saying 'I understand' and nods, to show empathy.



5) VISUAL EXAMINATION

Train to conduct visual assessments by video effectively. Ask patients to show specific body parts, if necessary, as long as they are comfortable with this. Be particularly aware of cultural sensibilities.

6) CLOCK WATCH BUT NEVER RUSH

Do your best to keep telemedicine consultations on schedule. This respects your time and the patient's. Set clear time limits but never forget that there must be opportunities for questions.



7) INFORM PATIENT AND FOLLOW UP

Summarise key points and treatment recommendations in writing; discuss follow-up plans and schedule a home visit, if necessary. Send prescriptions to the patient's pharmacy and update the patient's EHR promptly.

