

Get the most out of your video consultation

e-health tips for patients



Get quality healthcare without leaving home. Video calls are the new way of consulting your doctor, physio or psychologist, as well as many other healthcare professionals. Here's how to get started...



1 GET SET UP

- When booking your appointment, confirm the process for a video consult
- Ask what software you'll need
- Download & install on your device
- Have a trial run - practice with a friend



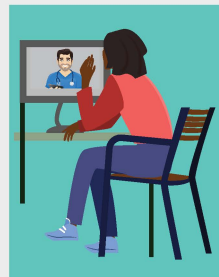
4 GET YOURSELF READY

- Sit somewhere quiet, private & comfortable
- Have a glass of water, tissues & pen nearby
- Take some deep breaths
- Think about what you want to say or ask



2 PREPARE YOUR DEVICE

- Plan to be ready 15-mins early
- Ensure your device is charged (or plugged in)
- Test your internet, webcam & audio are working



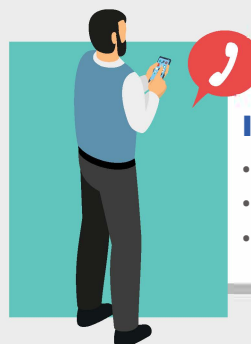
5 DURING THE CONSULTATION

- It's OK to feel strange or nervous
- Look into the webcam when speaking
- Headphones can improve sound quality



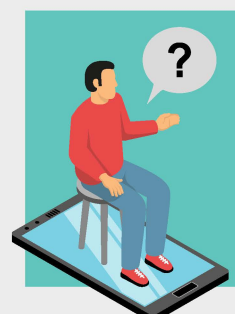
3 REMOVE DISTRACTIONS

- Use a 'Do Not Disturb' sign on your door
- Plan how to occupy any children or pets
- Have your phone on 'silent mode'
- Close email & any unnecessary programs



6 IF THE VIDEO FAILS

- Technology sometimes fails – don't panic
- Wait 30 secs and start again
- If problems continue, try phoning instead



7 BEFORE YOU FINISH

- Have you asked all your questions?
- Do you know what to do next?
- Do you need another appointment?

