

ATTENDING 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 web-cam or a USB web-cam.
- ✓ 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 at hand relevant health records, prescriptions, lists of medication and copies of results.

 Prepare a list of concerns you want to discuss and have a pen and notepad handy.

 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.



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 time, follow the connection instructions provided to you when you made the appointment.

TIP! When making your appointment ask how you can practise connecting before the actual video consultation.

STEP 3: During for your video consultation

✓ **Look** directly at the screen.

✓ Speak a little more **slowly** than normal to help your healthcare provider hear you clearly.

✓ **Take care** not talk over the top of your healthcare provider. 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 healthcare provider.

✓ If you need to move out of camera view, **inform** your healthcare provider 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 healthcare provider.

✓ When you've both said **goodbye**, disconnect the call.

