

VIDEO CONSULTATIONS

A guide for patients on consulting by video

Decide if video is right for you

- If you just need general information and self-care tips, use a website (e.g. <https://www.dhhs.vic.gov.au/coronavirus> or <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>)
- Your doctor or nurse may be self-isolating and working by video
- Check your GP practice's website to see what is on offer

Get set up technically

- A good internet connection
- A quiet place where you won't be disturbed
- A computer, tablet or smartphone 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)
- Check your practice website for what else you need to do (different video platforms have slightly different set-up steps)

Booking and connecting

- Make a video appointment by following instructions from your GP practice (on the practice website or from reception)
- Just before your appointment time, click the connection
- Say hello or wave when you see the doctor or nurse (you may both have to fiddle a bit to get the sound and picture working well)

Having 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
- Write down any advice or instructions, and make sure you understand the next steps (e.g. where to leave a specimen)
- When you've both said goodbye, disconnect