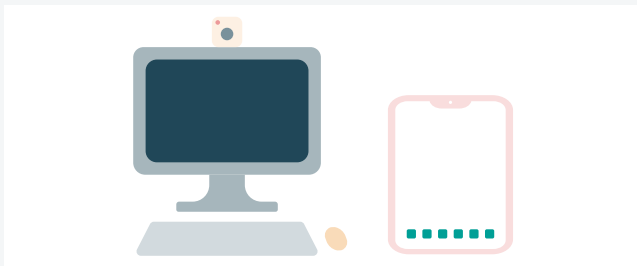


Tips for clinicians using healthdirect Video Call

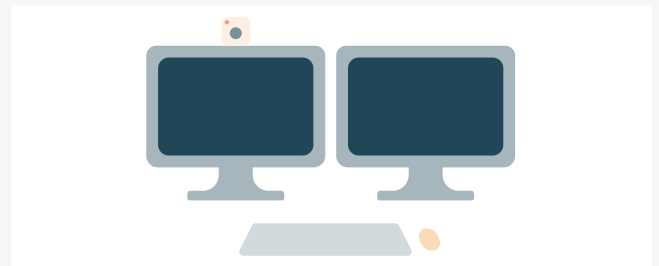
healthdirect Video Call consultations are similar to in-person consultations but it may take a little while for your patients to get used to them. Make sure your office is well set up and have at least one practice session before consulting with a patient. Here are a few tips to make sure your video consultations go smoothly.

Which device will you use?



A desktop computer will provide a bigger image whereas a tablet is more portable. To check your computer and internet capability with a pre-call test, go to: videocall.direct/precall

Two screens are better than one



If possible have two screens so that you can have the video consultation on one screen and your usual clinical software on the other. If you only have one screen, organise your windows so you can easily see both at the same time.

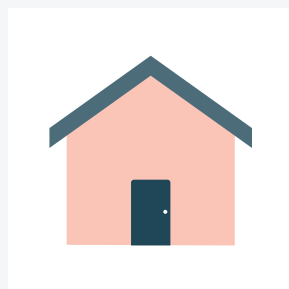
How your patient will see you

When in your office



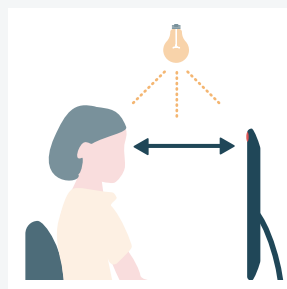
When doing a video consultation from your clinic, try and make your background as plain as possible so that it's not too distracting. Also remember the privacy of others and make sure no other patient's information is visible.

When working from home or elsewhere



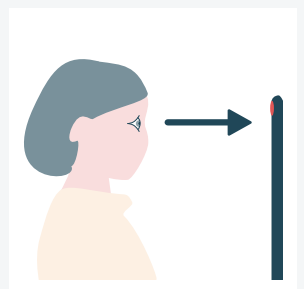
If you're working from home or elsewhere, find yourself a private, quiet space and comfortable chair – you don't want to be uncomfortable or get interrupted by other people or loud noise while you're consulting.

Line up and light up your face



Make sure your face is directly in front of your device's camera. Your image will be best if there is light in front or above you (not behind you). Turn on the light if you are inside.

Look at the screen



Look directly at the screen so it appears you are looking at your patient. If you have two screens, make sure you are looking at the screen that has the webcam working.

Putting your patient at ease

Greet your patient and put them at ease



Join your patient in the virtual waiting area, say hello and make sure you can see and hear one another. Ask them to move, or turn on a light or speak louder, if it is difficult to see or hear them.

Check who is in the room



If there are other people in your room or in the Video Call, introduce them. Check if your patient is alone or if there are other people in their space.

Explain about privacy and security



Reassure your patient that their Video Call is encrypted to prevent unauthorised access. Let them know that Video Call does not store or record any personal information.

What happens if there is an IT issue?



Let your patient know that if there is an issue and the Video Call is disconnected, you will call them by telephone (make sure you have their number). Let them know that sometimes the picture quality may change but that is OK.

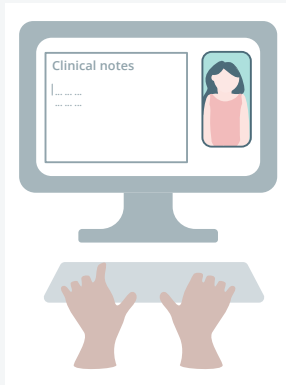
Making it work for you

Explain what you are doing



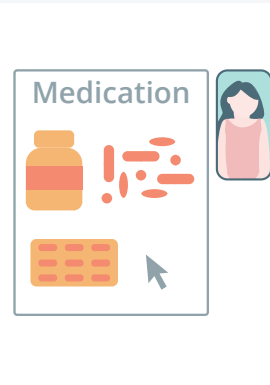
While a video consultation is similar to an in-person consultation, some things may not be clear to your patient. Explain to them if you need to move away from the screen to do something or if you're writing up notes.

Make clinical notes



Make clinical notes just as you would in an in-person consultation. Remember, Video Call is not a recording so you need to do your usual documentation.

Use tools to help explain



Some patients may find it difficult to concentrate or may not have heard something because of a technical issue. Use the whiteboard tool or share an image to help explain concepts. Ask your patient if they have any questions and remember to summarise key points.

Say goodbye



Before finishing, check if your patient would be happy to do a video consultation again. Explain that you are about to finish the consultation, both say your goodbyes and then end the consultation.