

## Video Consultation - Top Tips for Clinicians

### Prior to appointment

- You will need to download Google Chrome to your device, if you need help with this then you can email [informaticsservicedesk.lth@nhs.net](mailto:informaticsservicedesk.lth@nhs.net) with your LTH number to request this. However, Safari can be used if using iPad or iPhone.
- Ensure you have access to the patient details and notes if necessary for the consultation.
- You will need to obtain and record the patients consent to a video consultation in PPM+.
- Ensure a sign is displayed on your door to advise that a video consultation is in progress.
- If you use a dictaphone please ensure you unplug this from your device, as it will interfere with the sound quality.
- If you choose to hold your consultation outside of a clinic room then please make the admin team aware so they can deliver notes/outcome sheets.
- Ensure you enter the virtual clinic in good time for the appointment. If you are running late then a message can be sent to the patient via the Attend Anywhere platform.
- Obtain verbal consent to conduct the consultation via video, and record in PPM+.

### During the consultation

- Introduce yourself and confirm the patient's identity as per positive identification procedures (name, address, DOB) and establish the identity of anyone else who may be with the patient (particular attention should be paid to vulnerable patients/patients with a safeguarding flag).
- Confirm the patient is in a confidential location.

- Advise the patient that they should refrain from recording the consultation.
- Advise the patient that the consultation will not be recorded.
- As per the usual process, consider whether a chaperone should be present.
- Conduct the consultation as normal.
- At the end of the appointment ask the patient about their preference for any follow up appointments. At each appointment patients will be offered the opportunity to have any subsequent appointments via video link or in person as per their preference and if clinically appropriate.
- If for any reason there are connection problems during the consultation, click the 'Refresh' button. If the issue still continues, phone the patient to check for possible causes of disruption (e.g. poor Wi-Fi connectivity). If the problem cannot be resolved then offer the patient the choice of rescheduling the video appointment or the next available face to face clinic appointment.
- Please complete the staff survey that will pop up at the end of the Consultation to enable us to gather as much feedback as possible. Please also prompt the patient to do the same.

#### After the appointment

- Video consultation notes should be recorded in the patient record in the usual way. It is recommended PPM+ is used where possible.
- You will still need to complete a clinic outcome sheet and state if the patient requires a video or face to face follow up appointment.