

<b>Virtual appointments – patient guide</b>	
<b>Decide if a virtual consultation is right for you</b>	<ul style="list-style-type: none"> <li>• A virtual appointment could be either a video call or a telephone call.</li> <li>• You don't need a video consultation if a phone call will do.</li> <li>• Video consultations provide more visual information and can be more reassuring if you're anxious.</li> <li>• Your doctor or nurse may be self-isolating and working by video.</li> <li>• Will you need support of a family member or carer for either consultation?</li> </ul>
<b>Get set up technically</b>	<ul style="list-style-type: none"> <li>• Ensure your hospital has your correct email and phone number.</li> <li>• A good internet connection.</li> <li>• A quiet place where you won't be disturbed.</li> <li>• A computer, tablet or smartphone with a built-in camera and microphone.</li> <li>• 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).</li> </ul>
<b>Booking and connection</b>	<ul style="list-style-type: none"> <li>• Before your appointment time, click the connection.</li> <li>• Wait by your phone or other technology at the appropriate slot.</li> <li>• 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).</li> <li>• Make sure the doctor or nurse knows your phone number so they can call you back if the connection fails.</li> </ul>
<b>During the consultation</b>	<ul style="list-style-type: none"> <li>• If you're using video, look at the screen (there's no need to look directly at the camera).</li> <li>• If all goes well, the call will feel like a face-to-face appointment.</li> <li>• Use the screen camera to show things (eg a rash).</li> <li>• If you get cut off and cannot reconnect, wait for a phone call.</li> <li>• Write down any advice or instructions, and make sure you understand the next steps (eg where to leave a specimen).</li> <li>• Ask any questions before the consultation ends</li> <li>• When you have both said goodbye then disconnect.</li> </ul>
<b>After your consultation</b>	<ul style="list-style-type: none"> <li>• Ensure any actions you have agreed to take are followed up.</li> </ul>