

# Video Consultations: A guide for patients

## Is video right for you?

- If you just need general health information, use a website like [www.healthnavigator.org.nz](http://www.healthnavigator.org.nz) or [www.depression.org.nz](http://www.depression.org.nz)
- A patient portal message or phone consultation might work better for you, especially for something simple
- Video consultations are great if you need to show something, and can be more reassuring if you are anxious
- Your first video consult may feel strange, that's normal
- Expect to pay the same as a normal consult.

## Prepare ahead of time

- Have you got a device with a camera and microphone? Earphones are handy
- Do you know how to use the audio and video controls?
- Identify a quiet, comfortable place where you won't be disturbed
- Organise family/whānau or a friend if you want them with you (tell the practice when the consultation starts)
- Write down what you want to talk about, with the most important at the top
- Have paper and a pen handy, and any medications you are taking in case you need to show them.

## Booking and connecting

- Make an appointment as you usually would
- As you won't be at the practice they will let you know how to pay
- Check you have then received an invite by email with a link
- When the consultation is close to starting:
  - turn off other devices in the house so your internet connection is better
  - click the link you were sent
  - make sure audio and video are on
- Say hello or wave when you see the doctor or nurse
- Make sure the practice knows your phone number so they can call you if the connection fails.

## Having your consultation

- Look at the screen (there's no need to look directly at the camera)
- If you get cut off and can't reconnect wait for a phone call
- Write down any advice or instructions (if you are not sure, ask the doctor or nurse to say it again, or call or message the practice later)
- When you've both said goodbye, disconnect.