

Email template video consult information for patients

Suggested email body

Kia ora

Dr xxx is trialling video consultations as a way of making access to care easier for you, in the comfort of your home, office or anywhere else you might choose! The video consultation service complements our in-person consultations and offers a very convenient option for care.

You can request a video consultation with Dr xxx by asking one of our patient services team, or a Nurse. Once your consultation is booked you will receive a text with a link to the website ([link to the platform](#)). You will be asked to check in on this site at the time of your consultation. You will need a computer or smartphone with a camera and sound / microphone.

The types of problems that might be suitable for video consultation are:
(example only for your editing – this is the list if found on a 'dr anywhere website')

- Ear infection
- Sore throat
- Urinary tract infections
- Colds and flu
- Skin irritations
- Eye problems
- Fever
- Constipation and diarrhoea

You can also request a video consultation for your child (or not); OR video consultations are not recommended for

- Breathlessness
- Acute or severe chest pain
- Actively bleeding or deep wounds or lacerations
- Psychosis or delusions
- Suicidal thoughts
- Persistent vomiting
- Severe abdominal pain
- Inability to control bowel movements or urination
- Severe headache or giddiness
- Sudden onset numbness, weakness, or slurred speech
- Fainting spells, presyncope, or syncope
- Injuries with suspected fractures or dislocations presenting as severe pain, open wounds, deformity, severe bruising or swelling, loss of sensation, limb weakness etc.
- Sudden loss of vision

If the consultation is deemed not suitable for video, you will be offered an in-person appointment, and you will not be charged for the video consultation.

Kind Regards,
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