

Practice Managers guide to video consultations

Implementing video consults within your practice

Some things to consider:

Ask each Doctor for a copy of the email address and password they are using to sign into their dashboards in case they forget or misplace these.

- Ensure each reception staff member has a copy of the e-mail example and a list of the GP specific links on their desktop to cut and paste when sending a patient a video consultation e-mail reminder.
- Do all your reception team have access to a work e-mail account?
- If a Nurse is triaging and books a patient in for a video consult, will they also send the text or email, or will they ask reception to do that?
- Set up text templates for each individual Doctor which includes their specific link.
- Look over the sample e-mail to send to patients and tailor to suit your practice including the payment instructions.
- Discuss with Doctors how they would prefer to offer consultations:
 - Throughout the day at patients request.
 - Specific video consultation slots that the Doctor has selected.

Practice Manager Checklist

Have all Doctors opened their e-mail and followed the sign in process?	•
Have all Doctors saved their password and added VIDEO CONSULTS to their favourites?	•
Have you been given a copy of the e-mail addresses and passwords?	•
Have you updated each Doctors waiting room message?	•
Have you saved each Doctors link to a word document alongside the sample script for when reception emails patients?	•
Have you set up a text template for each Doctor?	•
Have you discussed with each Doctor how they would like video consults to be scheduled in their daily template?	•
Think about how each consult will be invoiced as the patient will not pass reception when the consult ends.	•
Do we have the invoice codes set up in the PMS? <ul style="list-style-type: none"> • VCV – Virtual Consult Video • VCT – Virtual Consult Telephone • VCP – Virtual Consult Portal (portal e-mailing) 	•
Has each Doctor tested this method, and do they feel comfortable?	•