

Practical Considerations Guide

Video Consultations

Clinician Set Up

- Quiet room
- Light on your face but not too direct
- Do not use artificial e-backgrounds as these diminish the quality of the video experience for the patient
- Keep background behind you as neutral as possible so as not to be distracting
- Being in your usual clinic environment can put a patient at ease as it is familiar to them

Equipment and Set Up

- If in a smaller room integrated cameras and audio will be sufficient
- If in a larger room then external webcams and speakers will give a better quality experience
- Any software should meet required Privacy Impact Assessment and Cloud Risk Assessment standards
- Your practice should have in place all required MOH cyber security requirements. The [NZ Telehealth](#) and [MOH HISO Framework](#) provide guidelines for this.
- Consider using two screens – one for video monitor and one for access to PMS information
- Could also consider split screen use if two monitors are unavailable
- Lock the consultation if you can

Software Set Up and Use

- Set up the 'waiting room' capacity
- Link access to your waiting room from your practice website
- Monitor participant list if you have this capability

Patient Set Up

The person booking a video consultation appointment should ask the patient:

- What device they will be using and ensure it will be of a standard to allow a good consultation experience
- That they are comfortable and confident in using the technology required
- If you think patient age may be a barrier, ask the patient if they can text. If they can, they can use doxy.me- just have to click on a link
- Do they have required internet access/ mobile data
- That they know how to download any required app
- That they know how to connect to the appointment (e.g. waiting room)
- They are aware that they can have a support person if desired, who should also be introduced
- That they will be in a quiet, private place for the appointment
- Advise the patient that they will receive a SMS or email with information and instructions on how to connect to the phone/ video appointment
- Patients should be informed of charges and options for remote payment

Privacy and Informed Consent

- Ensure you deliver video consults from a private space e.g. clinic, office
- Ensure your screen is not visible to others
- Ensure you tell patients if you have another person in the room with you and ask their permission
- Introduce yourself
- Ask for patient identifying information e.g., date of birth, full name, address
- Ask if patient has been informed about what they can expect from the telehealth consultation, potential risks, limitations and benefits

Documentation

- Documentation within your PMS follows all policy and protocols as for an in person consultation
- Document in patient notes that it is a telehealth consultation