

Top Ten Tips for Conducting an Online Video Consultation in Engage Consult

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1

Ensure that you are familiar with the Engage Consult Video application. The Engage Consult report contains information rich clinical data that will save you time during the consultation, so reading the report before commencing the video consultation is very important

2

Make sure you have a good connection. Test the sound and video quality before commencing your video consultations, it is advised to have your screen in the landscape format and not portrait.

3

Put a '*do not disturb, video consultation in progress*' sign on your consulting room/office door

4

Check who you are speaking to and how they would like to be addressed. Check with the patient that they can see and hear you clearly. Ensure that you have alternative contact details should there be any technical difficulties

5

Keep eye contact wherever possible and ensure that you demonstrate that you are listening carefully to the patient even when taking notes

6

Watch out for verbal and non-verbal cues from the patient

7

Allow time for the patient to ask questions

8

Summarise the conversation and repeat back to the patient to ensure they are clear about the discussion, offering the patient the opportunity to clarify if needed your assumptions and for you to 'safety net' the consultation

9

Explain the 'next steps' to the patient, and thank them for attending the consultation

10

Complete your comprehensive consultation notes within the clinical system. Note if there was a carer or chaperone present at the video consultation within the medical notes



