

The savvy clinician's guide to conducting effective video consultations in urgent care

DO!

Treat your patient with the same respect and courtesy as you would face-to-face
Video's not an excuse for overfamiliarity or informality.

DO!

Run some practice sessions with friends and family
Check how easy it is for your patients – and include the young, the old, the tech-savvy and the luddite.

DO!

Leverage the visual nature of video
Make better diagnoses of skin complaints, and of those less able to verbalise their ailments.

A strong majority of millennial doctors said they felt digital communications between GPs and patients was having a positive impact.¹

The NHS long-term plan promises to redesign services so that, by 2024, up to a third of hospital outpatient consultations will be undertaken by video link.²

DON'T!

Use technology that you're not familiar with
Neither you nor your patient has time to waste while you struggle with settings.

DON'T!

Forget you're on camera too
So no conducting consultations in your pyjamas.

DON'T!

Forget about lighting
If you sit with a window behind you, you'll be in shadow. Place a light in front of you, illuminating your face. (this also helps hide the wrinkles).



How video consultations can benefit clinicians and patients

Make life easier for clinicians and patients

Patients don't need to make unnecessary trips to A&E, and nor do clinicians - that means specialist knowledge can be sought and provided with less delay.

NHS trials indicate that 2-3 patients can be reviewed in the time it takes to conduct a single 10-minute, face-face appointment.¹

Compared with face-to-face, video consultations were shorter, patients did more talking, and both parties sometimes made explicit things that typically remained implicit in a traditional encounter.²

Clinicians spend less time on home visits

Ascertain priority cases with initial video consultations.

Improve clinicians' wellbeing and work-life balance

Eliminating the commute, and making OoH manageable helps GPs get their lives back.

Rest assured calls are secure and tracked

Using an approved, integrated solution helps you to stay secure, maintain records, and ensure compliance.

