How to conduct a high-quality video consultation

Before the consultation
- Confirm that (as far as you can assess in advance) a video consultation is clinically appropriate for this patient at this time
- Use a private, well-lit room and ask patient to do the same
- Confirm the patient’s phone number in case the video link fails
- Ensure you have access to the patient’s clinical record (ideally, have it available on a second screen)
- On the day, check that the technology is working

Starting the consultation
- Initiate the consultation by calling or inviting the patient
- Say something e.g. “can you hear me?” “can you see me?” to prompt patient to optimise the technical set-up
- Take and record verbal consent for a video consultation
- Introduce everyone in the room (even those off camera), and ask patient to do the same or confirm that they are alone
- Reassure the patient that the consultation is likely to be very similar to a standard one, and that the call is confidential / secure

Having a video consultation
- Video communication works the same as face to face, but it may feel less fluent and there may be glitches (e.g. blurry picture)
- You don’t need to look at the camera to demonstrate that you are engaged. Looking at the screen is fine
- Inform the patient when you are otherwise occupied (e.g. taking notes or reading something on another screen)
- Make written records as you would in a standard consultation
- Be aware that video communication is a bit harder for the patient

Closing the consultation
- Be particularly careful to summarise key points, since it’s possible something could have been missed due to technical interference
- Ask the patient if they need anything clarified
- Confirm (and record) if the patient is happy to use video again
- To end, tell the patient you’re going to close the call now, and say goodbye (before actually closing the connection)

Modified from Professor Trisha Greenhalgh (on behalf of the IRIHS research group), University of Oxford, 16th March 2020

one team, working together