

## **Practical Considerations Guide**

### **Video consultations**

#### Clinician set-up:

- quiet room
- light on your face (not too direct)
- neutral background (avoid artificial backgrounds as these diminish the video quality)
- If possible use your clinic environment which helps put the patient at ease.

#### Equipment and set-up:

- Integrated cameras and audio are sufficient in a small room.
- External webcams and speakers will give better quality in a large room
- 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  
<https://www.telehealth.org.nz/assets/getting-started/Telemedicine-Guideline-for-NZTRC.pdf>  
<https://www.health.govt.nz/system/files/documents/publications/health-information-security-framework-dec2015.pdf>
- Consider using two screens – one for video monitor and one for access to PMS information.
- Consider split screen use if two monitors are unavailable.
- Lock the consultation room if you can.

#### Software set-up and use:

- Set up '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 have 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 – they just have to click on a link.
  - Do they have required internet access/mobile data?
  - If they can download any required app.
  - If they know how to connect to the appointment (e.g waiting room).
  - If they are aware they can have a support person if desired, who should also be introduced.
  - If they will be in a quiet, private place for the appointment.
  - Advise the patient 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 eg 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 the 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.