



TOP TEN TIPS...
for Conducting
an Online Video
Consultation in
Engage Consult

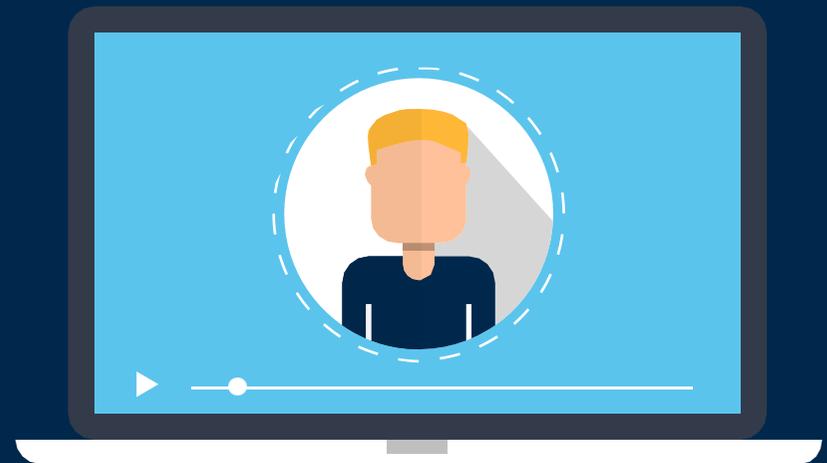
Connected | Supported |
Engaged

engage**consult**



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

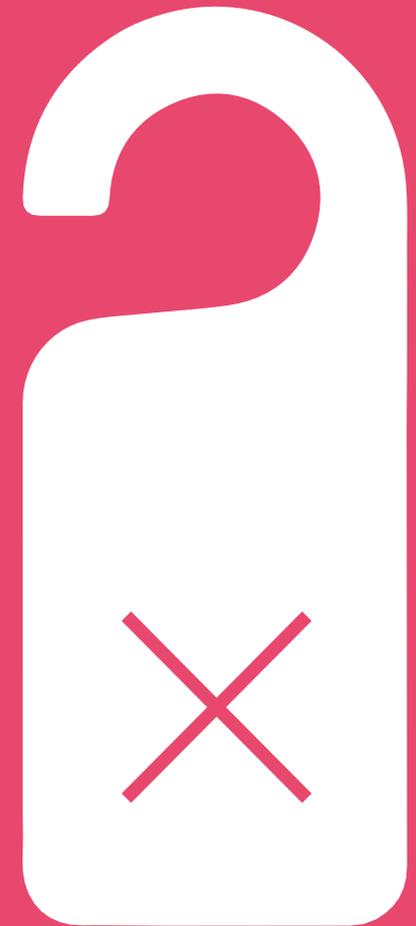


2: Make sure you have a good connection.

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.

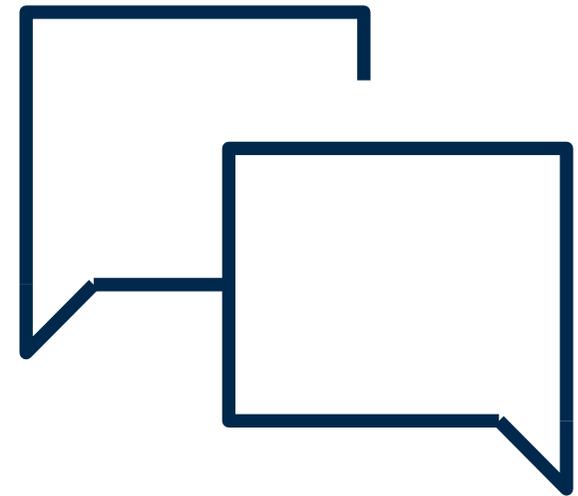


3: Put a 'do not disturb, video consultation in progress' sign on your consulting room/office door

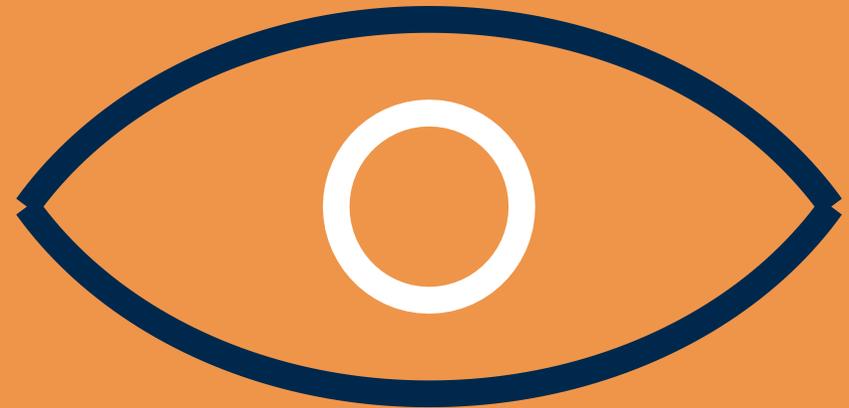
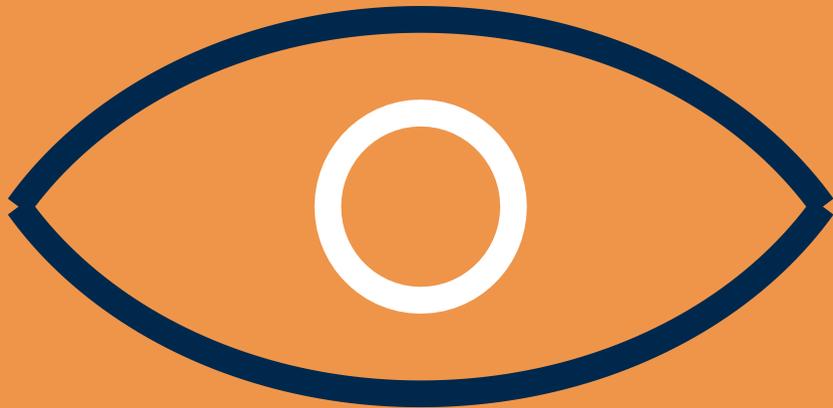


4: Check who you are speaking to and how they would like to be addressed.

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

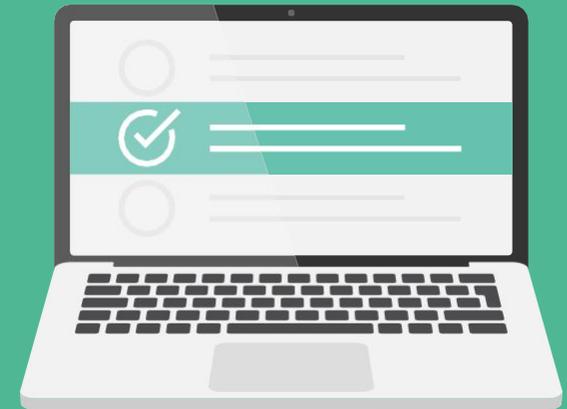
time for the
patient to ask
questions.

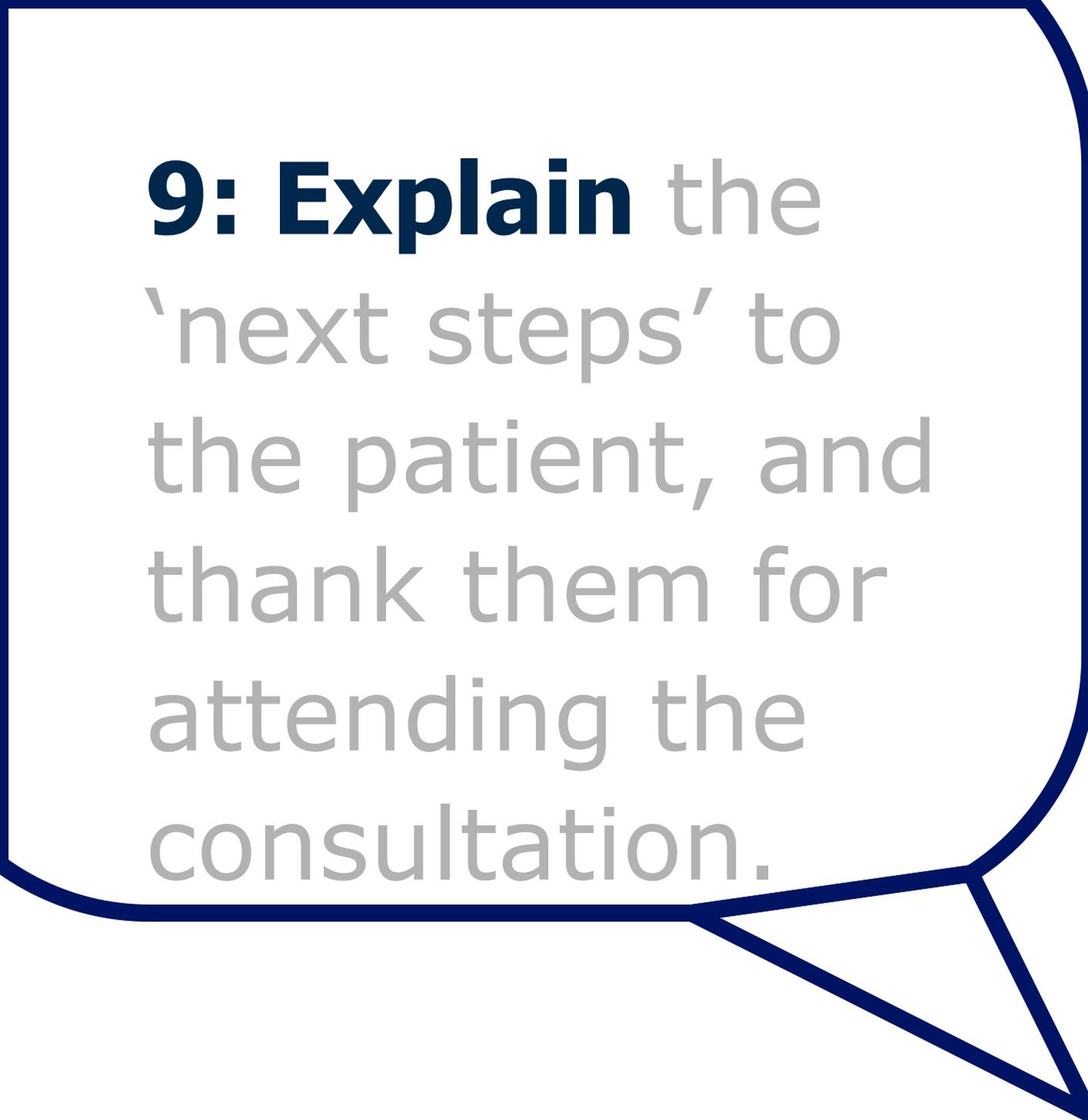


8: Summarise

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



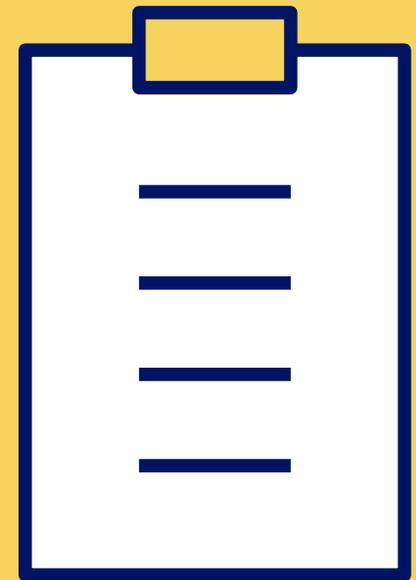


9: Explain the
'next steps' to
the patient, and
thank them for
attending the
consultation.

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.



engage
HEALTH SYSTEMS

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