**ATTENDING YOUR VIDEO CONSULTATION:**
A telehealth guide for patients

**STEP 1: Check you have the right equipment for a video consultation**
- You will need a computer or tablet computer with either a built-in web-cam or a USB web-cam.
- Ensure you have a good Internet connection. **TIP!** If you can watch YouTube clips, your connection is probably good enough for a video consultation.

**STEP 2: Prepare for your video consultation**

**Before your video consultation,** ask others in your household to **stop** using internet applications that might slow your connection, such as video streaming or gaming.

**Have at hand** relevant health records, prescriptions, lists of medication and copies of results.

**Prepare** a list of concerns you want to discuss and **have** a pen and notepad handy.

**Set up** in a quiet, private and well-lit room.

**Try not** to sit with bright light behind you – for example, face the window rather than having your back to the window. This will help to ensure your face can be seen clearly.

**Connect** your laptop or tablet to the Internet.

**Sit close** to the camera so your head and shoulders are in view.

**If there is someone with you,** **ensure** both of you can be seen.

A few minutes before your appointment time, follow the connection instructions provided to you when you made the appointment.

**TIP!** When making your appointment ask how you can practise connecting before the actual video consultation.

**STEP 3: During for your video consultation**

- **Look** directly at the screen.
- **Speak** a little more **slowly** than normal to help your healthcare provider hear you clearly.
- **Take care** not talk over the top of your healthcare provider. Pause after speaking and be conscious of taking turns to speak.
- **If you get cut off and can’t reconnect, wait** for a phone call from the healthcare provider.
- **If you need to move out of camera view,** **inform** your healthcare provider what you are doing.
- **Write down** any advice or instructions, and make sure you understand the next steps (e.g. where to leave a specimen; how to receive a prescription).
- **Repeat** the instructions back to the healthcare provider.
- **When you’ve both said goodbye,** disconnect the call.

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