

# Premier Podiatry Limited

## Video consultation information for patients

### What is a video consultation?

A consultation conducted by video conference between you and your specialist at a distant location.

### What are the advantages of video consultations?

Every patient's situation is different but in general the benefits of this service are:

- better access to specialist care
- reduced waiting time to see your specialist
- reduced travel time and costs
- reduced absence from work.

### How can I have a video consultation with my specialist?

To have a video consultation with your specialist, you will need to liaise with our practice manager, Shirley Jones who will discuss the assessment options and your suitability to a video consultation.

### Do I have to participate in a video consultation?

No. You are able to attend a face-to-face consultation with your specialist if you prefer. A video consultation is an option for assessment depending on the nature of your problem and your access to the internet.

### Where are the video consultations provided?

You can participate in a video consultation from any location of your convenience but should have good Wi-Fi access.

### Who will arrange the video consultation?

Our practice manager will arrange the video consultation and provide all the necessary information.

### What if I need to cancel my appointment?

If you need to cancel, please let us know immediately. We have a 24 hour cancellation policy and you will be liable for the fee if you cancel within this time period or fail to sign in to the consultation.

### How secure are the consultations?

We use secure software to connect with you for the consultation and have secure network access for our computers. You are responsible for ensuring you have adequate security for your device.

### How should I prepare for a video consultation appointment?

You can help get the best from a video consultation by following these simple steps:

- Ensure you read and complete all the necessary information and forms and return them in advance of the consultation.
- Make sure you have the appropriate software and login details in advance of the consultation. You will be provided with the necessary information.
- Be available at least 15 minutes early to allow for preparation time
- Avoid wearing brightly patterned or reflective clothing as this may not show up well on camera
- Switch your mobile off or to silent mode unless you are using this to access the consultation.
- Speak clearly so your voice can be picked up by the microphone
- Look at the camera so you can achieve good eye contact with the specialist
- If you have a question or need help during the video consultation, just ask.

**What happens at the video consultation appointment?**

You and the specialist will be on a TV/video or computer screen at each end of the video consultation.

At the start of the consultation you will be introduced to your specialist. You will be asked some identifying questions such as your name, address, and date of birth to make sure the right patient and right health records are present. The specialist will speak with you and ask you questions in the same way as they would at a face-to-face consultation.

**Who will be present?**

Apart from you and the specialist, nobody else should be present unless you agree to this in advance. It is your choice whether you agree to have other parties present.

As with a face-to-face appointment, your spouse, partner, family or friend may accompany you if you wish.

**How private is the video consultation?**

The same privacy and confidentiality requirements that apply to face-to-face consultations apply to video consultations.

**What if I need to be examined?**

A certain amount of examination can occur remotely and you will be advised accordingly. However, if you require direct examination, then a clinical appointment may need to be scheduled.

If you live overseas, where possible, we will contact an appropriate specialist in your region to arrange further / ongoing care.

**What if I have special needs?**

If you have special needs such as an interpreter or a wheelchair, please let our practice manager know and they will make a note of these when your consultation with the specialist is confirmed.

**Will the video consultation be recorded?**

No. Our practice does not record video consultations and we do not give patients permission to make their own recordings of a video consultation. If your specialist thinks it would be helpful for your treatment to record particular images during your video consultation, they would first seek your written permission to do so and they would ask you to repeat your consent on camera.

However, we will write a clinic letter after the video consultation, just as we would if you were seen in clinic.

**What if I feel I can't continue?**

Most patients feel a little nervous at the beginning of their first video consultation because it's a new way of seeing a specialist. However, most patients soon feel very comfortable with this kind of consultation. It's very unlikely you'll feel unable to continue with a video consultation but if this does happen you can leave although your consultation fees may still apply.

**How much will it cost?**

Our normal billing process will apply and the fees are based on the consultation type (new or review), duration and your insurance cover.

If there are likely to be any other fees associated with the video consultation we will let you know in advance.

**Can I claim on my medical insurance?**

If you are claiming your fee under your medical insurance, you will need to follow the standard approach with a GP referral but you should also clear with your insurance company that they are happy for you to have a video consultation.

**How can I provide feedback on my video consultation?**

We are keen to get your feedback so we can continue to improve our video consultation services. Our practice manager will be able to provide you with a patient feedback form, the contents of which you permit us to share with other health professionals, but only after being de-identified in order to preserve your privacy.

***What if I have questions?***

If you have any medical questions about whether a video consultation may be suitable for you, please talk to your GP.

If you have any general questions about how video consultations work, please talk to our practice manager.

This information sheet has been adapted from a template provided by the Royal Australian College of General Practitioners ([www.racgp.org.au](http://www.racgp.org.au))

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