



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

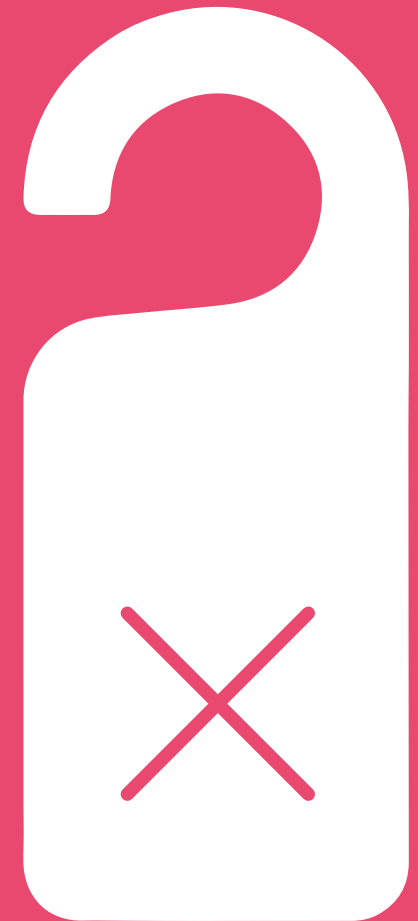


## 2: Make sure you have a good connection.

**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.

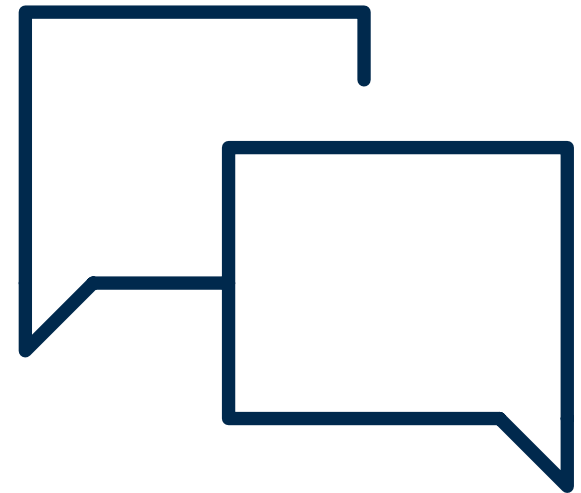


**3: Put a** 'do not disturb, video consultation in progress' sign on your consulting room/office door

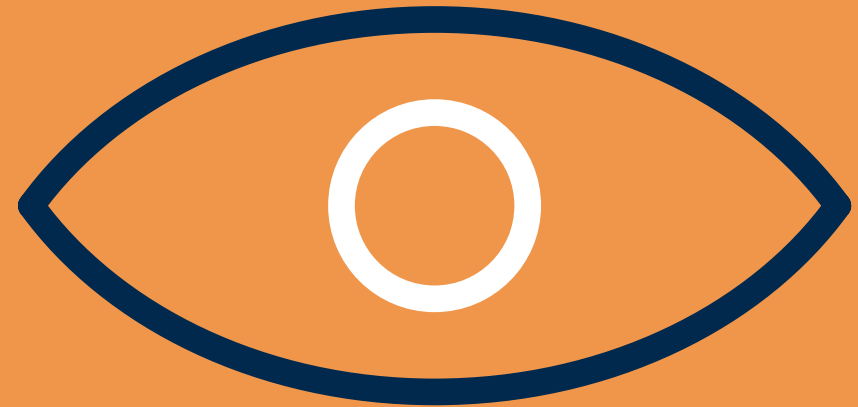
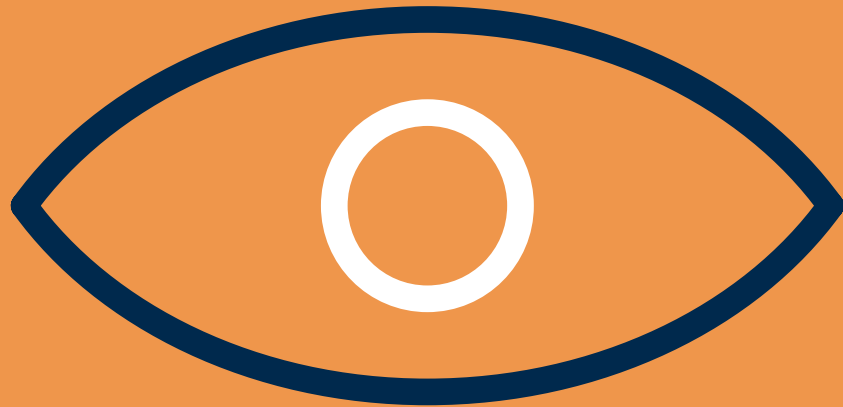


# 4: Check who you are speaking to and how they would like to be addressed.

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.

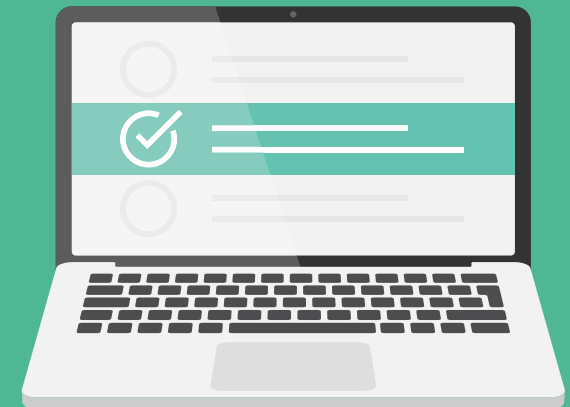


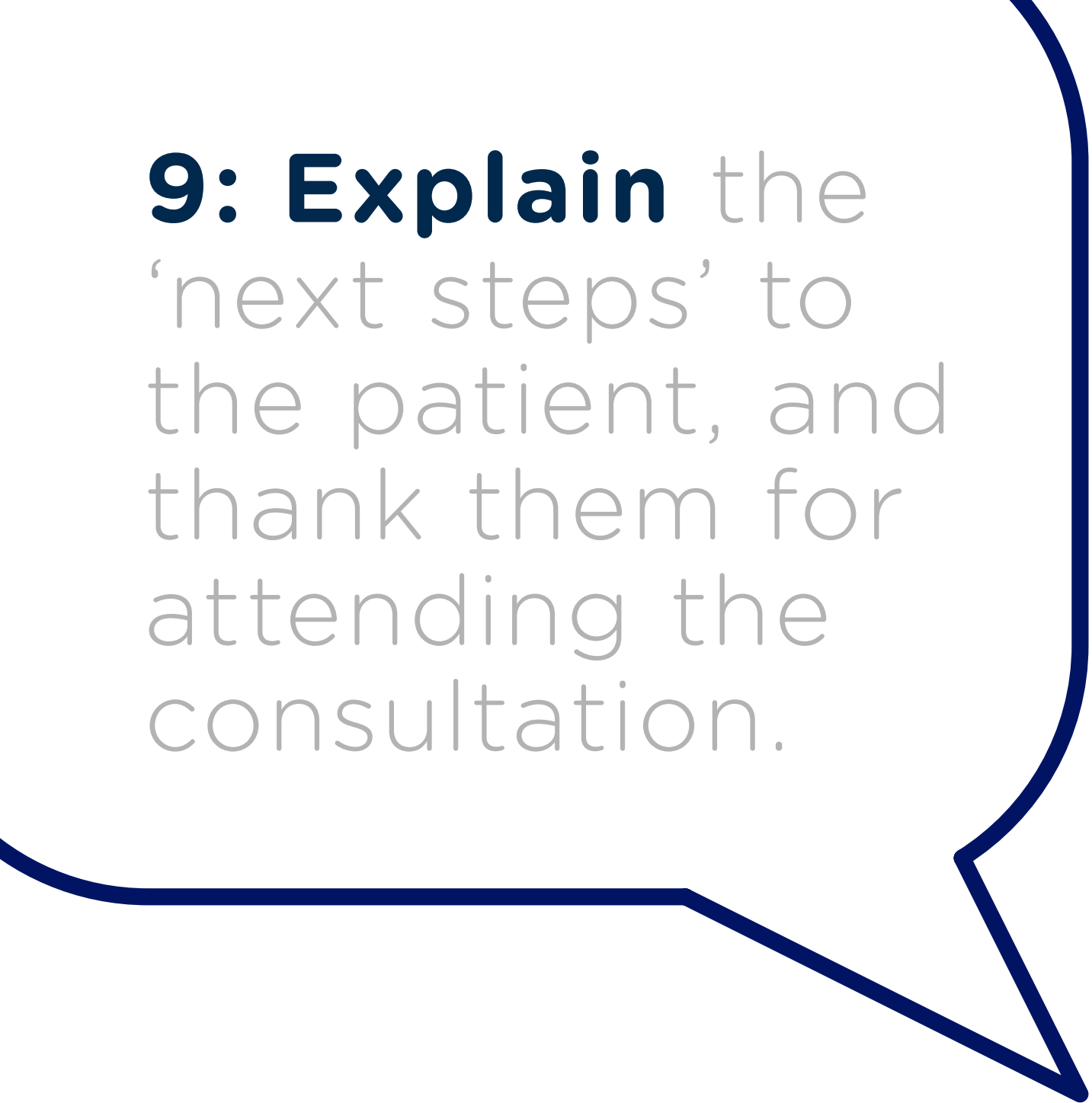


# 8: Summarise

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



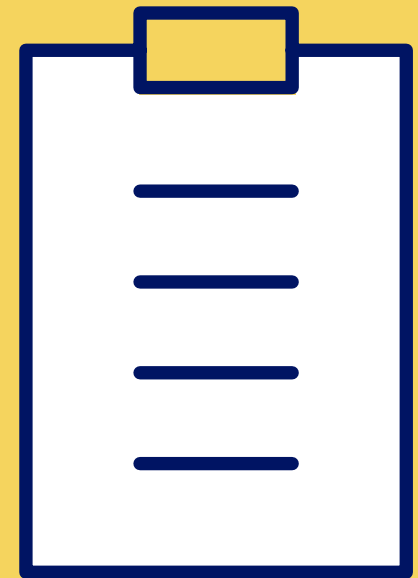


**9: Explain** the  
'next steps' to  
the patient, and  
thank them for  
attending the  
consultation.

# 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

here to help

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