

Top Tips on how to prepare for a Live Video Consultation

In this document we will explain what you can do to prepare for your online video consultation allowing you to get the most out of it but also help the doctor assist you better.

Tip 1 – Make a list

Make a list of any questions you may have and keep them ready for your consultation. Also make a list of any symptoms you have been having – this is very helpful.

Tip 2 – Extra help

If you require any provisions before your appointment e.g. you have poor hearing or need an interpreter, ask a friend or relative to be present and help you.

Tip 3 – Find a good spot

Find a quiet, comfortable area where you will not be disturbed during your appointment. Also make sure that place has good internet connection or Wi-Fi signal. **DO NOT USE PUBLIC WIFI** – this may block your video and audio.

Tip 4 – Lighting

Make sure the rooms lighting is good so the doctor can see you and your skin complaint properly. Background lights or bright bulbs can sometimes make the video hard for the doctor to see.

Tip 5 – Positioning

It is important to position your video camera/webcam in such a way that both you and the doctor can see each other's faces but also allows you to show the doctor your skin complaint.

Tip 6 – Clicking the link

A few minutes before your appointment click the link, we sent you. This is usually found in an email, text message or the calendar invite. If you cannot find any of those, the link is available via your skindoc account. When ready, tap/click the link provided. You will automatically enter a virtual waiting room. When the doctor is ready, your screen will change, and your appointment will begin.

In some circumstances the doctor runs a few minutes late. Please bear with them, they are alerted as soon as you have arrived and are likely preparing.

Tip 7 – Your appointment

When it comes to your appointment relax, take your time, be honest and don't be afraid to ask questions and ask for clarification if you are unsure on what the doctor is asking.

Feel free to make notes on anything that is said but don't worry if you don't catch it all - you will receive a clinic letter afterward.

When your appointment is over, you or the doctor can end the video call. The doctor will then start finalising your case, preparing your paperwork, and making any necessary arrangements (e.g. prescriptions).