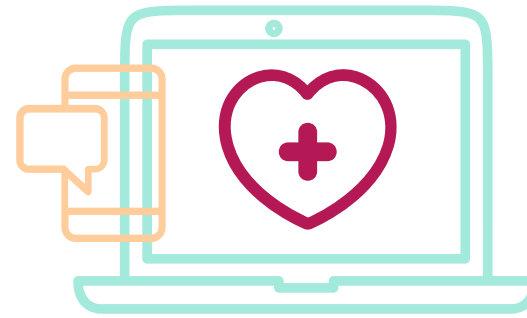


# Top tips for a smooth virtual consultation with your specialist



Due to COVID-19, going to see your specialist in person for a consultation may not be an option. However, keeping up with regular medical appointments is still important, and you may be able to have a remote meeting with your specialist by having a virtual consultation from the comfort of your own home.

## How does a virtual consultation work?



You should receive an invitation for a remote consultation from your specialist at a time and date that you have agreed to

- Make sure you know how this remote consultation will be held so you can be prepared (e.g. some options may be Skype, Zoom, Microsoft Teams, Facetime or just a phone consultation)
- If you are not familiar with the technology, you might like to do some research in advance of the scheduled appointment
- Ensure you are clear on and have any specific requirements for your consultation ready e.g. blood tests
- Remember to diarise this appointment and be prepared to start on time



You can use a laptop, phone or tablet/iPad for the video call as long as whatever device you are using has an appropriate camera for video and the audio quality is good enough

- A device that has a camera that is easy to move around may be best



At the start of your consultation, your specialist will advise you that the session will not be recorded due to confidentiality

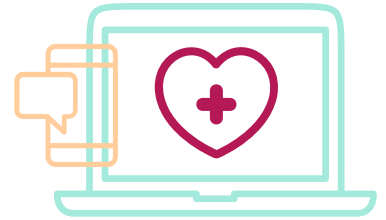


Due to the nature of your condition, you may need to use your camera to show your specialist any lesions or nodules on your body, even in tricky areas, so be prepared to do this before you start the virtual consultation

- Consider what you are wearing for the consultation
- Consider where in your home you will have your consultation
- Consider any privacy considerations such as closing doors, blinds, etc.
- Consider a family member/friend or support person to be there for the appointment

**Check with your specialist if they would like you to send over any photographs before you start your remote consultation**

# Top tips for a smooth virtual consultation with your specialist *(cont'd)*



## What you should consider **before** your virtual consultation



- ✓ Log in 15 minutes before the video call appointment to ensure your camera and audio are working
- ✓ Make sure that the device you are using for the video call is fully charged or plugged into a power source
- ✓ Make sure you have the results from any required laboratory tests (e.g. a blood test) before your consultation readily available
- ✓ Check the scripts for all of your medications to make sure that you have enough until your next consultation
- ✓ Prepare any questions you have so you are ready to ask them
- ✓ Get a diary/calendar ready so you can note down when your next appointment will be (you can also do this on your phone)
- ✓ Find a room with a closed door to have the consultation to avoid any distractions
- ✓ Turn off email alerts and other phones to limit distractions

## What you can expect **during** your virtual consultation



Your specialist will ask you any questions they need the answers to



Your specialist may ask you to use your camera to show any skin lesion you may have, so make sure you are in a well-lit room so that your specialist can see clearly, and try to use a device that can be easily moved around to help you reach tricky areas



Your specialist may want to share their screen with you to show you something, or perhaps they would like you to share your screen if you have any photographs or medical information that you need to show – check that the software you are using for your video consultation (Skype, Zoom, etc.) can support this



**If you feel like you need a face-to-face consultation, speak to your doctor or ring your clinic**