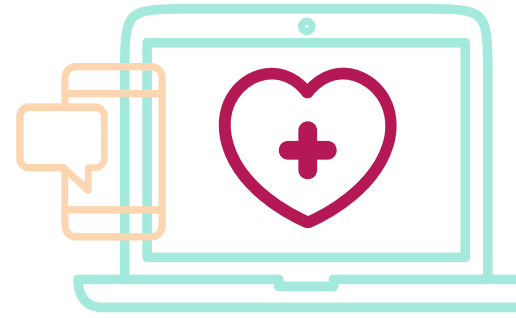


Top tips for a smooth virtual consultation with your specialist



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 consultation with your specialist from the comfort of your own home.

How does a remote consultation work?



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

- Make sure you know how this remote consultation will be held (e.g. by phone, Skype, Zoom, Pexip, Microsoft Teams or Facetime)
- Remember to diarise this appointment and set extra time in case the specialist is early or running late



If video consultation is planned, you can use a laptop, phone or tablet/iPad for the video call as long as your device has a good enough camera and microphone

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

Preparing for your remote consultation



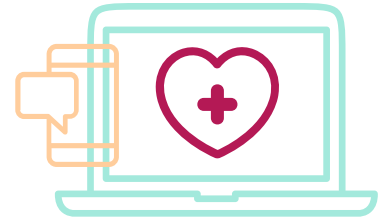
Do some work in advance:

- ✓ Write any questions you may have
- ✓ Note any symptoms / side effects you want to discuss
- ✓ Know your weight and height
- ✓ Have your previous colonoscopies and gastroscopy reports if possible
- ✓ Have any requested test results ready
- ✓ Check the scripts for all of your medications to make sure that you have enough until your next consultation

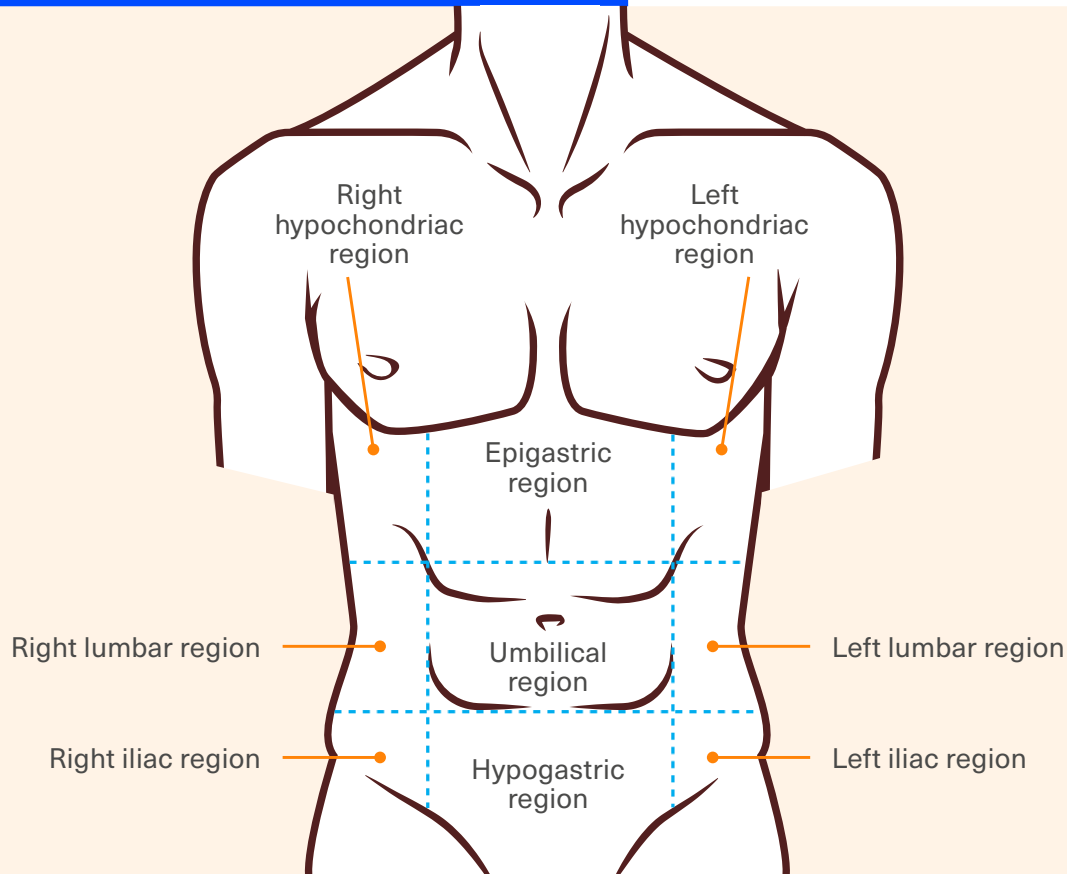
Be prepared on the day:

- ✓ For phone consultations make sure you (and family involved) are ready about 5–10 minutes before the call and in a quiet area
- ✓ For video consultations log in 15 minutes before the 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
- ✓ Limit other distractions, such as noise from television, family members or pets

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



A useful diagram to help you



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 remote consultation (Skype, Zoom, etc.) can support this.



Remember to note down any symptoms you may be experiencing or are worried about and raise these with your specialist during your virtual consultation.

Remember to ask about when and how to arrange any follow-up appointments if required.



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