

14 TIPS FOR A SUCCESSFUL VIDEO CONSULTATION

✓	Set up your workstation	Check your connection and gather your resources.
✓	Remove distractions	Choose a quiet room and put up a <i>Do not disturb</i> note.
✓	Use a headset	Free hands, better sound, less echo, patient integrity.
✓	Check your lighting	Evenly distributed light from above.
✓	Neat background	Keep it clean and simple!
✓	Set up an agenda	Create an appointment structure.
✓	Avert technical difficulties	Have handy alternatives and questions for troubleshooting.
✓	Maintain your posture	Sit up straight and include your upper body in the frame.
✓	Tidy up your screen	Clean up your desktop and browser. Share at minimum width.
✓	Articulate, enunciate	Speak slowly, clearly and in the lowest comfortable pitch.
✓	Maintain eye contact	Look straight into the webcam when talking to the patient.
✓	Wrap it up nicely	Let your patient know when the consultation is ending.
✓	Document but inform	Inform the patient that you will be/you are taking notes.
✓	Practise!	Practise with a colleague and give each other feedback.