

## Information for Patients Using Remote Consultations

This sheet is to help you, the patient or carer, to understand and get the most out of a remote consultation with your doctor. With a little preparation, you can be confident when speaking to the doctor and present your symptoms in a clear and organised way.

If you have been directed by the practice to the computer triage program (eg. e-Consult), you will have gone through an online program about your health and answered questions about your current medical problem. You may also like to note your answers on the Preparation part of this form so you have the information in front of you for when you receive a call from the doctor. This may not be at an exact time and will come from a withheld number. Please keep your phone on and answer it when it rings! Sometimes the reply may be in the form of an email or a text message. The Outcome section of the form over the page is for you to note what the doctor says to you.

Try to ensure you have privacy for your remote medical appointment with your GP:

- Find a quiet room where you will not be disturbed, that your phone is charged, microphone is activated and your computer is on, and that you have a pen to note the outcome of your consultation. You may need to enable video access as well as the microphone. Complete as much of the form as you can as a record for yourself.
- You should also ask the doctor what to do if the connection is broken. If you feel the doctor may need to see you on a video, it is helpful to have another person available to hold your camera or you may be asked to submit a landscape photo in advance of the consultation if you have rash or a spot. Please do this with a ruler or coin in the picture so that dimensions can be estimated. It will not affect your consultation if you are unable to do this. These photos will be stored on the practice computer system so do not send any intimate pictures.
- The process for remote consultation is compliant with data protection laws (GDPR).

### Preparation for a telephone or video consultation with your GP

Date:	Name of doctor:
Main symptom(s):	When it/they started:
Where in your body?	Is it a new or old problem?
Pain? Please describe how bad:	Position of pain:
When does it hurt?	How long have you had pain?

Have you got a medical problem that you can see?	Size?	Colour?	Photo?
Have you had this before?	Have you tried anything for the problem?		
Have you been to the hospital, Walk in Centre or Pharmacy?			
Please record here:      Temperature:	Blood pressure reading:		
All medication taken: please have your prescription slip or medication with you.	Allergies:		
Anything else you may wish to tell the doctor? (relevant) medical history?			
How do you feel today?	What do YOU think will help you with this problem?		

<b>Outcome of a telephone or video consultation with your GP</b>	
What I should do to help the problem?	Does the GP want to see me?
Medication by prescription to pharmacy?	Or buy medication from the pharmacy?
If I am not better, when should I contact the doctor again?	
Any specific symptoms that I should be aware of?	Does the GP want to see me? When?
Do I need blood tests, Xray, other tests?	How do I get the forms?
Will I need a referral to hospital?	How long would this take?