**Telehealth consultations**

[Your general practice] is now offering telehealth appointments either via video or via telephone as well as face-to-face consultations.

Telehealth can be just as effective and more convenient for you in:

* routine chronic disease check-ups
* advice about symptoms or illnesses
* following up on test results
* repeat prescriptions

Not all consultations are suitable for a telehealth appointmentand your GP will ask you to come into the practice if they feel a face-to-face consultation is needed.

**Telehealth consultations can be delivered either via video or via telephone**

Video teleconferencing is preferred ahead of phone if you have the option of a smartphone, tablet or computer because your GP can see you and can get a better idea of your state of health.

When requesting a telehealth consultation the Receptionist may ask you some questions to ensure that this form of consultation is appropriate.

If you need an interpreter, let the Receptionist know when you book the appointment, as there are interpreters available for both telehealth and face-to-face consultations.

To ensure your own privacy let the GP know if anyone else is present in the room.

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**3. For a video appointment**

* Be patient, you may need to wait
* Make sure you are in a well lit room
* Rest your device on something stable
* Position yourself so that your face and shoulders are in view
* Connect before your appointment so you can check everything is working

**1. Before attending your appointment**

* You can choose to use phone or video
* For a video call you will need a smartphone, tablet or computer and a good internet connection
* For your first video appointment, you may need to install an application. You will be sent a link with instructions

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**2. Get prepared**

* Arrange to be in a quiet space
* Have a pen and paper ready and the name of your preferred pharmacy
* Make sure your device is fully charged

**4. Tips**

* Look at the screen and speak clearly
* If you get cut off, wait for a call back