

Helpful Tips to Understand Virtual Consultations

What is a virtual consultation?

“Virtual consultations” include phone, email and video consultations; any consultation you can have instead of a consultation in-person.

What do I need to have a virtual consult?

To have a video consult, you will need a computer or laptop with a camera, a tablet or a smart phone. You will also need a good internet connection. You can use data, but WIFI will give you a better call quality.

If you cannot make a video call, your doctor or nurse will talk to you on the phone.

How will I know if I can be treated virtually?

We will advise you whether this option is available for your consult, or this option may be available to you via your online or phone booking system. If you have booked in for a video consult, your practice will provide you with a unique link to your provider’s online waiting room. If you have booked in for a phone consult, it is important you are contactable on the number provided at that time.

Is it secure and private?

Your information will not be stored in the video consult platform or phone. Your health practitioner will take notes in the same system used during in-person consults. Only you and your health practitioner will see your appointment, so your sessions are private, and none of your information is stored.

Since virtual consults will take place from your own device and home environment,

you also have a role to play in keeping yourself safe online. Follow the [guides from CERT NZ](#) and these [tips and advice for good online safety habits](#)

Preparing for your video consult

This is what you can do to make to make sure your virtual consult works best for you:

1. Write down what you want to discuss and have a pen and paper available in case you need to write anything down.
2. Consider your privacy - choose somewhere private where you can talk freely and safely. If others are present, let your health practitioner, you can also use the chat function



3. Hands-free devices offer a better call experience. If you are using a smartphone or tablet, find a way to prop it so you can move around freely
4. Make sure there is no one else streaming information while you are having your consult (if someone is watching a video on the wi-fi network you are using, your video quality may be poor)
5. Visit the online waiting room 5-10 minutes before your appointment time, check in and test your audio and video. Your health practitioner will start the call when they are ready.
6. Check you are clear about instructions for medication, work certificates, blood or other tests, self-care advice at home, and warning signs you need to seek further care.

How can I get my medication?

Your health practitioner can prescribe/ arrange medication in all consults. They will send your prescription to your local pharmacy. Pharmacies are open for you to go and collect your medications. Some pharmacies may have a delivery option available – check if your pharmacy has this option available.

How much is a virtual consultation?

The cost will be the same as if you were visiting your medical centre.

