

A guide for patients

Video Consult Appointments

with your health professional



Hauora

Tairāwhiti

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What is a Video Consult appointment?

Video Consult is where you connect with your healthcare professional over a video link where you will see and hear each other without being in the same location. This can be done from a computer or tablet using a programme called Zoom. Your appointment is then done 'virtually' rather than having to travel for an appointment. You may choose to be in your own home or your workplace for your appointment – it's really up to you.

Why use Video Consult?

Video consultations help you get seen by the right healthcare professional in the right place at the right time that's convenient to you. They usually result in less travelling to get to an appointment. Also, you may feel more comfortable being seen in a location closer to where you live or work.



Frequently asked questions:

Is my Video Consult appointment private?

The programme we use is designed as much as possible to protect your privacy, just like when you are seen in person. Your healthcare professional will be in a private room, and we would suggest you also find a quiet private space for the appointment.

Is there a cost?

The Zoom programme that Hauora Tairāwhiti is using is free to use. You may incur a data charge depending on your home data plan.

Can I have my Video Consult appointments at different places?

As long as you have a device and a private space, you can have your appointment at a location which you're comfortable with.

When would a Video Consult appointment not be suitable?

If your healthcare professional needs to do a physical examination, then this would be better to be an appointment in person rather than via Video Consult.

Do I have to have my appointment by Video Consult?

No, not at all. If you feel uncomfortable about the idea of Video Consult, or have a health or disability issue that would make it difficult for you, then let your healthcare professional know and they will arrange an in-person appointment for you.

Your health professional will discuss the option of using Zoom with you prior to arranging a video appointment. However, if you do not have:

- suitable equipment, and
- a suitable location, and
- an appropriate internet connection;

or if you do not feel comfortable using a device for your health appointment, let your healthcare professional know and we will arrange for you to have a face-to-face appointment instead.

What happens if there is a problem with the connection during my appointment?

If the appointment can't be continued, your healthcare professional will arrange another time for you to be seen.

Before, during and after your video consult appointment

Choosing the right device for your appointment:

Look through the "Video Consult Appointments – a guide for patients" to check you have the right equipment and internet connection for a successful video appointment.

Getting ready for your appointment:

It's a good idea to start getting ready 10 minutes before your appointment to make sure everything is ready and good to go.

Is your...

- room quiet and free from distractions with good lighting?
- friend or family member with you (if you wish them to be)?
- do I have a phone nearby in case there are connection issues.

To get your device ready:

- Mute notifications and any other devices before the appointment
- Close down unused programmes on your device to help it run more quickly
- Make sure your device is turned on and charged
- Log into the Zoom programme and enter the access code you have been sent

To help the appointment run smoothly, you may wish to prepare information to share with your healthcare professional. This may be a list of your medications, or questions that you would like to ask them. Sometimes it can be helpful to have pen and paper beside you to write notes down during your appointment.

You will either receive an email invitation to the Video Consult appointment which will include the Zoom ID that you will need to access your Video Consult appointment, or alternatively your healthcare professional may text you the Zoom ID directly to use. Your healthcare professional may also provide a password for your Video Consult appointment.

When joining an appointment, the Zoom meeting won't begin until the clinician joins the session. Feel free to join the appointment a little early. If the session doesn't begin right away, please be patient while your clinician joins.

During your appointment:

If you haven't met your healthcare professional before, they will introduce themselves and ask you to confirm who you are. Then you are ready to get started. At times during your appointment it may appear as if your healthcare professional isn't looking at you. They are not being rude but simply are looking at the image of you on their screen rather than directly at their camera.

When you see your healthcare professional on the screen:

- Speak in a normal voice, as if you were there in person
- Look at them on the screen when talking to them
- Let them know if you can't hear or see them clearly

At the end of your consultation, you and your healthcare professional will talk about your next appointment should you need one.

After your appointment:

At the end of your appointment, the Zoom meeting should end automatically. Close down the Zoom app and you can re-enable notifications on any devices that you muted.

As we are trialling video appointments we would appreciate any feedback on the process. We will survey some patients after appointments to find out what worked, what didn't, and how we can continue to improve our services so we provide quality experiences for patients.

Further Information:

For further information or if you have any questions about your Video Consult appointment, please contact your healthcare professional.

You can read more about Video Consult here:

New Zealand Ministry of Health Website:

<https://www.health.govt.nz/our-work/ehealth/other-ehealth-initiatives/Telehealth>

New Zealand Health Navigator Website:

<https://www.healthnavigator.org.nz/clinicians/t/Telehealth/>

We'd like to acknowledge Canterbury DHB's work and thank them for sharing their "Telehealth Video Consultation Patient Information Sheet Transalpine" leaflet with us to help form this information.

Accessing my video Consult: What do I need?

Hauora Tairāwhiti uses Zoom for video appointments. Zoom is a free video conferencing application that can be downloaded onto your computer, tablet or smartphone to enable access to Hauora Tairāwhiti's Video Consult services. Once installed, Zoom allows you to connect with your health professional for consultations, assessments and therapy.

The technical and setup requirements for a video appointment are below. Please review these prior to your appointment to ensure that you are set up appropriately for your appointment.

Equipment needed for a video appointment:

Please ensure that you have each of the following prior to your appointment.

- A suitable device
 - this can be a tablet, a smartphone, a desktop or a laptop.
 - *note: most modern devices are well equipped to handle video appointments but if you are concerned, the technical requirements are available:*
 - [here for laptops and desktops \(https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux\)](https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux) and
 - [here for mobile devices \(https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android\)](https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android).
- A webcam
 - If you are using a tablet, smartphone or laptop with an in-built webcam, you can use this. Otherwise, USB webcams are available from most technology retailers.
- Speakers and a microphone
 - If you are using a tablet, laptop or smartphone, you can use the in-built speakers and microphone.
 - Headphones with a microphone can help to reduce outside distractions.
- A suitable internet connection – see below for requirements.

How do I check that my internet connection is suitable?

We recommend using a broadband connection (WIFI or wired) for your video appointment.

Note: Zoom can work over a mobile data connection, but the quality of the video will be reduced for you and your health professional. Due to this reduction in quality and the high cost of mobile data it is highly recommended that you use a broadband connection.

Please ensure that your Wi-Fi connection is secured (i.e. it requires a password). The use of public or unsecured WIFI is not recommended as malicious third parties could intercept your data.

Most broadband connections will be suitable for a Zoom video appointment. If you are concerned that you might be on a slower connection or are in a rural location please check your connection speed:

Go to speedtest.net to check your connection speed. Simply hit the "Go" button and the system will perform a test. If your download and upload speeds show at least 600kbps (or 1.2Mbps for High Quality video), your internet is suitable for a video appointment.

If your speed displays slower than 600kbps, please check the following:

- If you are using WIFI, can you move closer to your router? Or if using a computer, can you plug in a network cable?
- Are others using the network? If so, requesting that they do not use the internet during the appointment can help to improve the network speed.

How much data will my appointment use?

Your usual internet service provider fees and charges apply when using Zoom for video appointments. If you do not have access to the internet or are concerned that the usage of data might impact upon your data cap, please let your health professional know and we will arrange for you to have a face-to-face appointment instead.

The data used will depend on your webcam and connection speed. The expected data usage for each call type is outlined below:

Video type	Data usage per minute	Data usage for a half hour appointment
Standard Definition	3 MB per minute	90 MB
High Definition	Up to 9 MB per minute	270 MB

Your clinician will discuss the expected length of your appointment with you when booking the session.

How do I install and test Zoom?

Usage of Zoom is at the patient's own risk. Hauora Tairāwhiti takes no responsibility for using the freely available application on your device. If you have any concerns, please seek independent advice before downloading and installing this application on any of your devices.

Downloading Zoom

Please install Zoom prior to your first appointment and check that it is installed correctly.

Desktop computer or laptop - download and install the [Zoom Application](https://zoom.us/download) (<https://zoom.us/download>) and follow the instructions.

Tablet or Smartphone - download the "Zoom Cloud Meetings" application from the [iTunes](#) or [Google Play](#) store and follow the instructions.

When you receive a Zoom appointment via email, the meeting invitation will contain a link to join the meeting. If you have Zoom installed, when you click this link, Zoom will automatically launch.

Unable to install zoom?

Hauora Tairāwhiti recommends installing Zoom on the device that you will use for the appointment. However, if you are unable to install Zoom on your computer (e.g. if you do not have admin rights), you can instead use the browser-based version. To run the browser-based version, click the link in the appointment email. When your browser launches, you will see the option:

"If nothing prompts from browser, [click here](#) to launch the meeting, or download & run Zoom."

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

Click on the “[click here](#)” link displayed. The page will then give you the option to “[join from your browser](#)”. Click this link to use the browser-based Zoom.

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [start from your browser](#).

You may be prompted to give your browser permission to use your camera.

Once the appointment launches, select the “Start Video” icon to enable your webcam.

Phone Call

Computer Audio

×

James Gilbert Milne

Already joined by telephone? Press #45 on your phone

1. Dial in based on your location

New Zealand

+64 4 886 0026 (NZ Toll)

+64 9 884 6780 (NZ Toll)

2. Conference ID 941 213 877#

3. Participant ID 45#

Join Audio

Join Video

Invite

Manage Participants

Share Screen

Chat

More

Leave Meeting

Checklist: Am I ready for my Video Consult appointment?

- ☐ Do I have a quiet, private space available?
- ☐ Is my Wi-Fi secure?
 - Does it require a password for someone else to access it?
- ☐ Download Zoom
 - **Desktop computer or laptop** - download and install the [Zoom Application \(opens in a new window\)](#) and follow the instructions.
 - **Tablet or Smartphone**
 1. Go to [iTunes](#) or [Google Play](#)
 2. Download 'Zoom Cloud Meetings' app
 - When you receive a Zoom appointment via email, the meeting invitation will contain a link to join the meeting. If you have Zoom installed, when you click this link, Zoom will automatically launch.
- ☐ Do I have a link for my appointment? Your therapist will either send you an email with this link, or text you the Zoom ID number to use.