Is it secure?

Video consultation is subject to HSC information governance principles and is hosted through the secure Network.

Data security for your device is important, this can be helped by avoiding 3G/4G or public/open WiFi networks and it is your responsibility to make sure that you have adequate anti-spyware and anti-virus protection on your hardware.

If you are receiving a video call via a mobile phone, this may be only as secure as any other phone call on that mobile network.

How do you ensure confidentiality?

HSC staff will ensure that the appointment is conducted confidentially just as any other appointment.

The appointment will be hosted from a room where the conversation cannot be overheard or the screen over looked. The clinician will continue to use approved systems to access and update your clinical records, just as they would at any other appointment.

Please ensure that you maintain your own privacy. Use a quiet room where you cannot be easily overheard and are unlikely to be interrupted. If you have smart device in the room e.g. Alexa we suggest you to turn this off.

We will only connect with you using the phone number /e-mail that you have registered with us on.

How is my data used?

No part of your virtual consultation will be recorded or permanently digitally stored without your prior consent. You should not record any of your sessions without prior agreement.

The outcomes of the consultation will be recorded and stored as a permanent part of your records in the same way as for face-to-face consultations.

As part of improving care, anonymised data will be collected to inform further developments in service. You may receive a prompt to share your feedback on the consultation.

Permission

You can stop the virtual consultation at any time during a call. Please inform us as soon as you can if you no longer wish to participate in the virtual consultation process.

Connecting you with Health or Social Care Staff

Virtual consultations continuing your care

HSCQI
Inspire • Connect • Improve

Feb 2020

What is Virtual Consultation?

A Virtual Consultation is a way of connecting clinical or social care staff with patients or clients using either a telephone or a video call.

It allows you to attend your consultation through a smartphone, tablet or computer without having to visit a clinic, practice on hospital.

It can save you travel time and costs and reduce the inconvenience of attending for face to face appoints as well as reduce the spread of COVID-19.

Health and Social Care staff (HSC) will advise if a virtual setting is suitable for the purpose of the consultation, and where possible offer either a telephone or video consultation unless an in-person consultation is required.

What do I need?

Both telephone and video consultations need a private, suitably-lit area where you will not be disturbed. Please consider whether you need help from a carer during the set up or the call itself.

For telephone consultations only a working telephone is required.

For video consultations you need
- a good internet connection (ideally a password protected WiFi connection)
- a laptop, PC, smartphone or tablet with camera, speakers and microphone.

What happens if my connection drops out?

You should try to make sure there is a good quality connection before starting the call, although this cannot always guarantee a perfect connection.

If the connection drops mid-consultation, the clinician will try to reconnect.

If this cannot be done via video, we will attempt to call the phone number we have on your record. Please make sure the contact details we have for you are correct and note often calls will appear as 'unknown number' on some devices.

How much does a video call cost?

The video call is free except for your internet usage.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you. A video call uses a similar amount of data to Skype® or FaceTime®

What if my connection is slow?

Make sure that your computer doesn't run updates or install software during your online session.

Ask others at your home not to stream videos, use other videoconferencing platforms or play online games during a session

Make sure that you do not leave too many browsers and websites open, especially the ones that have online games. It is better to have one browser with a website open at the time.