

# The Video Consultation service

The Video Consultation service is a form of non-face-to-face healthcare. It allows professionals to remotely visit their patients through a video call. It provides convenience, improves accessibility, avoids travel, and enables the use of visual information not available in a phone consultation.

## When can it be appropriate?

- For the follow-up of health problems already assessed in the office.
- To demonstrate how a treatment or technique is performed (injected or inhaled medications, blood pressure measurement, glucose or oxygen saturation measurement, etc.).
- If it is difficult to travel to the primary care center (CAP).
- When the privacy of the home facilitates explaining certain issues.

## When is it not appropriate?

- For urgent issues. Depending on the urgency, go to the CAP or call 061.
- If confidentiality cannot be guaranteed.
- For complex health problems.
- If you do not have a good internet connection.

## How does it work?

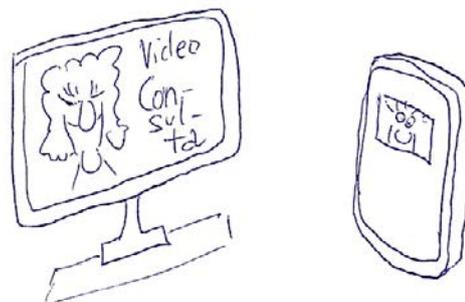
The doctor will inform you if the health problem can be addressed with the Video Consultation service, ask if you agree, and provide you with access.

To access, you only need a mobile phone, a tablet or a computer with an internet connection and a webcam or built-in camera, with an audio device.

On the specified day and time, you will receive an SMS and an email with a link. It is advisable to use a wifi connection to improve the quality of the video call.

Please be punctual for the appointment; the doctor will also make an effort to be on time.

If the proposed time is not convenient for you, call the CAP in advance to reschedule the video call.



## Prepare the consultation in advance

The Video Consultation service, like any other healthcare appointment, is confidential. It is necessary to prepare a quiet place to use it.

Someone can accompany you, if you wish, but the professional should be advised of this.

The doctor may show you results of tests related to the consultation. You will see them better on a device with a screen large enough to read them.

## During the consultation

The doctor may want to see or explore a technique. They will give you instructions during the consultation on how to do it and how to position yourself in front of the camera for better visibility.

The doctor may request a screenshot or video recording. Photos and videos are strictly used for healthcare purposes, to enhance problem resolution, but you can decline this request.

During the Video Consultation, there is a chat available through which the doctor can share information. You will also have access to that information when the consultation is finished.

## After the consultation

The doctor will summarize the agreements that have been reached. In some situations, they may send you an electronic consultation with a written summary