



Department of diabetes and endocrinology

Elsie Bertram Diabetes Centre

Telehealth video consultation patient information sheet

What is it?

A telehealth video consultation is just like a normal consultation except that it is done “long distance” via a video link using a computer or smart phone. The secure system we use is called Vidyo.

The consultation can take place wherever you find easiest: at home or at work, or anywhere that you have access to a computer and internet with a good Wifi signal.

If you decide to go ahead with a video consultation, you will be sent a link and login details via email. Then at the time and date of your appointment, all you have to do is log on and you should be able to see and hear your nurse or doctor, and talk to them normally from your own home.

What are the benefits?

Video consultations are quicker and easier for most people, as there is no travel time, parking, petrol or other travel costs, and you do not actually have to come to the hospital.

Most people find them much more convenient, as you choose the most convenient place to link in from.

Just like a face-to-face consultation, if you want, a family member or friend can “sit in on” the video consultation with you. Lots of people feel more comfortable with this, as your friend or relative can remind you of questions you wanted to ask, ask them on your behalf and help you to remember what was discussed.

Will the consultations be private?

The consultations will be carried out in the same way as a face-to-face consultation. These consultations are NOT recorded, and are just as confidential as normal face to face appointments.

The doctor or nurse running the clinic will introduce themselves to you at the beginning of your consultation. If you would like to have a family member or friend with you, they will also need to introduce themselves. Occasionally, your doctor or nurse may have someone else present like another nurse or a student. Your doctor or nurse will always ask your permission before going ahead and will always introduce you to that second person if you are happy for them to stay. If you do not want the extra person there, please just say so.

The trial

We have not used video consultations before, and want to run them on a trial basis for some people registered with the Elsie Bertram diabetes centre. You have a choice as to whether or not you wish to participate in this trial.

If you do not want to go ahead, you will be offered a standard face-to-face consultation as normal.

If you do want to take part in the trial of these consultations, please let us know, and we will give you more details and send the login details to your email address.

What if I change my mind?

If you change your mind, or don't like the video consultation for any reason, please just let us know on **01603 288440**. We will then cancel your appointment, and rebook you for a face-to-face or telephone consultation next time.

