

Information for Patients Using Remote Consultations with their GP

This sheet is to help you, the patient or carer, get the best out of a telephone or video consultation.

If you have been directed by the practice to a computer program (eg. e-Consult), you will have gone through an online questionnaire and given information about your current medical problem. This can be written in the preparation section of the form. The Outcome section over the page is for you to note what the doctor says to you.

Some people may prefer to have a family member or friend listening in but, if not, try to ensure you have privacy for your remote medical appointment with your GP: find a quiet room where you will not be disturbed, ensure your phone is charged, your computer is on and the microphone is activated. You will also need a pen to note the outcome of your consultation. The call may come from a withheld number.

Remember to ask the doctor what to do if the connection is broken.

If you feel the doctor may need to see you on a video, it is helpful to have another person available to hold your camera. If you have been asked to provide a picture, please do this with a ruler or coin so that dimensions can be estimated. It will not affect your consultation if you are unable to do this.

The process for remote consultation is compliant with data protection laws (GDPR).

Preparation for a telephone or video consultation with your GP	
Date:	Name of doctor:
Main symptom(s):	When it/they started:
Where in your body?	Is it a new or old problem?
Pain? Please describe how bad:	Position of pain:
When does it hurt?	How long have you had pain?
Have you got a medical problem that you can see?	Size? Colour? Photo?
Have you had this before?	Have you tried anything for the problem?

Have you been to the hospital, Walk in Centre or Pharmacy?	
Please record here: Temperature:	Blood pressure reading:
All medication taken: please have your prescription slip or medication with you.	Allergies:
Anything else you may wish to tell the doctor? (relevant) medical history?	
How do you feel today?	What do YOU think will help you with this problem?

Outcome of a telephone or video consultation with your GP

What I should do to help the problem?	Does the GP want to see me?
Medication by prescription to pharmacy?	Or buy medication from the pharmacy?
If I am not better, when should I contact the doctor again?	
Any specific symptoms that I should be aware of?	Does the GP want to see me? When?
Do I need blood tests, Xray, other tests?	How do I get the forms?
Will I need a referral to hospital?	How long would this take?

Notes: