



Information for Patients

Video Clinic Consultations

This leaflet provides information for patients who have agreed with a clinician to have an appointment via Skype.

Preparation

- You will need to download Skype onto a computer, laptop, smartphone or tablet and create a username, if you are not already registered. You can visit www.skype.com to view guidance on how to download the software and create an account. Skype is free to download and use.
- You will have received an email containing information regarding your Skype appointment. You will need to reply to this email with your Skype username and confirm that you consent to using Skype for your appointment. Once you have informed the hospital of your Skype contact details, you will not need to do this again unless those details change.

Your appointment

- You will need to ensure you have an internet connection to use Skype. If you are using 3G/4G, this may use your data and could potentially incur charges.
- You must be in a quiet location, with good lighting, where your conversation cannot be overheard.
- The clinician will contact you, using your Skype username, within the allotted time. You must ensure you are available during this allotted time. If you do not accept the call within three attempts, then the appointment will be rebooked.
- When you accept the call you will be asked some security questions to confirm your identity and the clinician will also read out a privacy notice. If both parties agree with the privacy notice, then the appointment can begin. Both parties have the right to opt out following the declaration of the privacy statement.
- Recording of calls is prohibited from both parties. The clinician will follow up the appointment with a clinic letter summarising the conversation.
- If a follow-up appointment is required, this will be discussed at the end of the consultation.

If you have any queries about your appointment, please contact us using the details on your appointment letter.

Skype.com. (2018). *Skype: Communication tool for free calls and chat*. [online] Available at: <https://www.skype.com/en/> [Accessed 18 Dec. 2018].

About this leaflet:

Author(s): Jenna Malcolm, Service Improvement Facilitator
Emily Hutchings, Information Governance Officer
Written: October 2018
Approved: MAY 2019
Review date: MAY 2022
Edition: VERSION NUMBER 1

If you have feedback regarding the accuracy of the information contained in this leaflet, or if you would like a list of references used to develop this leaflet, please email pals@dchft.nhs.uk



INTEGRITY | RESPECT | TEAMWORK | EXCELLENCE

© 2019 Dorset County Hospital NHS Foundation Trust
Williams Avenue, Dorchester, Dorset DT1 2JY
www.dchft.nhs.uk