

Checklist for Conducting a Virtual Outpatient Appointment

Before the appointment

Please tick to confirm

Equipment Check	
Room is secure (privacy)	

Start of the appointment

Identity Check Ask for name and date of birth and check against notes.	
Introduce Participants All other healthcare professionals involved in the consultation should be introduced at the start of the consultation (if they are joining the consultation virtually, make the patient aware that this will be happening). Assure the patient that no other parties are watching the consultation.	
Participant check (Patient) Ask the patient to introduce anyone else with them, confirm they are happy with this person/s hearing/seeing the consultation.	
Location check Ask the patient to confirm they are in a private and comfortable location and are happy to start the appointment.	
Explain what to expect from the consultation. This should include whether you are likely to examine the patient.	
Check the patient is happy to proceed. If patient is unhappy at any point an alternative method of consultation should be offered.	

During the appointment

Look out for signs of discomfort, or safety concerns. If concerns are identified a face to face appointment may be required or require escalation i.e. for serious safeguarding concerns.

<p>Follow up medium if the patient requires another follow-up and you deem them clinically suitable for follow up by video consultation, discuss with the patient whether they would like to have their next appointment by video call.</p>	<p>Follow up required? <input type="checkbox"/></p>
	<p>Follow up by video?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

If the patient does not want to attend their next appointment by video call, add the comment on the outcome form 'NOT FOR VIRTUAL CONSULTATION'. This is extremely important to ensure that the patients 'video call access plan' is closed down and they will not be booked a VC appointment.

The consultation should be dictated and recorded in the patient record, in the same way as any other appointment.