

Video consultations

Talk to your care team from the comfort of your home

Video consultations are an easy way for you to have your appointment without travelling to hospital.

This can save you time, money, and the difficulty of getting to the hospital.

You will need



A device with a camera, speaker and microphone (usually built-in)



Good internet connection



A quiet, well-lit room where you won't be disturbed



A supported browsers:
Google Chrome, Mozilla Firefox, Chromium Edge, Opera, Vivaldi or Safari



How do video consultations work?

1

We'll notify you of your video consultation by text message or email

Follow the link to login and view appointment information

2

Check you have what you need for your video consultation

3

We'll send you a text message a few hours before your appointment with a secure DrDoctor link to your video consultation

You can access this link from any device, by copy and pasting it

4

A few minutes before your appointment click the link, enter your name, and allow your audio and camera to work

We recommend you join a few minutes before so you can test your audio and video before your clinician joins

5

Please wait for your clinician to join you in your private, virtual consultation room

You may need to wait a while if the clinic is running late so please stay on the call. Your clinician may send you a message within the video consultation if they are running behind

6

If there are any problems your clinician will phone you on the number in your medical record