

Video consultations- information to help you prepare.

A video consultation is when you have an appointment by video call.

This happens over the internet using a computer, tablet, or smartphone. Video consultations mean you don't need to travel to have your appointment.

Research shows that video consultations are effective. Your health care professional can still make good decisions about your treatment this way. You should get the same level of care as you would in person. Just like a face-to-face appointment, you can choose to have a friend or family member with you during the call.

You need:

- a desktop computer, laptop, tablet, or smartphone, with a built-in camera, speaker and microphone
- a web browser, like Google Chrome, Internet Explorer, or Safari
- a good internet connection (sufficient to watch a YouTube video or video call with friends and family)
- enough data allowance left on your internet plan for your call
- somewhere quiet, private, and well lit
- a comfortable chair
- a notepad and pen.

If you use a tablet or smart phone:

- prop it up with a pile of books or cookbook stand, so it stays steady and you can write notes
- connect it to your Wi-Fi, there is likely to be a better connection and you won't use up all your mobile data allowance.

Privacy

Video appointments are just as private, confidential and secure as face-to-face appointments. Your health care professional or specialist calls you from a private room, with secure access to your medical records.

Preparing for your call

1. Write down any questions you have. This helps make sure you don't forget any during the call.
2. Make a note of your osteoporosis history. For example:
 - When you were diagnosed
 - Bones you have broken
 - Any pain you have
 - Your current and previous medications including ones for osteoporosis or supplements such as calcium and vitamin D
 - Bone density scan (DXA) or other test results if you have them
3. If you're unsure, we're here to help you. Speak to one of the ROS specialist nurses on our free Helpline by calling free on 0808 800 0035, or emailing nurses@theros.org.uk.

How video consultations work

You join your video call by visiting a webpage. You don't need to download any special computer software.

You should be given instructions on how to join your call in advance. For example, you may be asked to:

- click a link in an email (only click on links you are certain have come from your health care provider)
- type a website address into your browser address bar.

You may need to enter personal information or a passcode to join the call, you will be given this information in an appointment letter or email.

At the start of your call, your health care professional or specialist will ask some security questions. This is to check that they are speaking with the right person and to ensure you can hear each other adequately.

Your first video call

It's natural to find video calls a bit strange at first. They get easier and more comfortable with practice.

Here are some tips to help you relax and get the most out of your video call:

- When the health care professional appears on your screen, say hello and wave. They will do the same. This helps you check the sound and video are working properly
- You don't need to look directly at the camera. Looking at your health care professional or specialist's face on your screen works well and feels more natural
- The small delay in the connection means you may speak over each other from time to time. This is common in video calls, so don't let it put you off. Be patient and take the conversation slowly

- If you have technical problems, tell your health care professional. They can make sure you don't miss anything important
- Ask if you need something to be explained again

During the appointment your health care professional will/may:

- Tell you the purpose of the call
- Ask questions regarding your health
- Make some assessments
- Discuss the outcome, their opinion and any action plan or advice
- Give you opportunity to discuss what is on your mind
- Summarise next steps

Take notes if you wish. Although your health care professional or specialist will make a written record of your appointment. You can ask for a copy of this from your GP.

For more information about the Royal Osteoporosis Society visit:
<https://theros.org.uk/information-and-support/.org.uk>

Or telephone our general enquiries line:
01761 471771

To talk with a helpline nurse call free:
0808 800 0035