



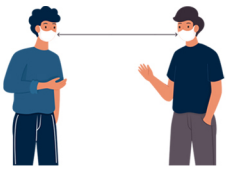
eConsultantClinic

Video consulting with your ECC Consultant

A quick guide for patients



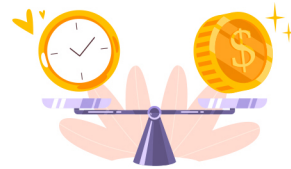
Why choose it?



You can still book appointments if you are social distancing or isolating



We can see how you are



It saves your stress, time and money



Calls are safe and secure

What you need



A charged computer, tablet or smartphone with a built in camera and microphone is essential



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



A good internet connection

Setting Up



We will send your appointment time and information you'll need to access your appointment via email, text or letter



We may send you a text message as reminder



Make sure you have tried to access the video consultation link before the meeting



Make a list of questions or issues before the call to help you get the most from your consultation

Starting the video call



Click on the link provided



Switch on your audio and video



Wait for the consultant to join



Say hello or wave to your doctor

The Consultation



Look at your doctor face whilst you're talking, there is no need to look directly at your camera



If all goes well, the call will feel like a face to face appointment



If you want to show us something, like where it hurts, you can try to use the camera



If you get disconnected, you can use this link to rejoin the same meeting with the consultant. The consultation may be longer or shorter than expected

Ending the video call



Ask the Consultant any question you may have to clear your doubt before ending the call



We'll arrange your next video appointment, prescription, scan or order a blood test



We'll say goodbye before we go and we will send the consultation summary to your GP



You can leave your feedback to help us make future consultation better