



# How do Video Appointments Work in Primary Care?

1

As usual, the patient would contact their primary care provider (e.g. ring GP receptionist) requesting an appointment.



2

The primary care provider would then triage the patient for:

- ➔ Clinical Appropriateness
- ➔ Suitability
- ➔ Availability

3

If clinically appropriate and suitable, the primary care provider would confirm availability and offer the patient a video appointment.



4

The appointment would be sent to the patient as a virtual link (URL). This can be done in many ways, such as:

- Via a SMS service/text message
- Via an email
- Via a website link
- Verbally (read out)

A patient information sheet would also be provided in the same way.



5

The primary care provider would document the appointment, and inform the clinician involved in the video appointment of the time/date slots.

6

The clinician would be alerted of the video call as it comes in (via a beep on their device).

The clinician would then enter the virtual waiting room, select the patient from a list of names, and join the call.

The video consultation would then take place.

