

# Optometry Video Consultation (VC) Process

1



Patient contacts practice to request appointment e.g. calls receptionist

2



Practice staff identifies patient as suitable, and offers VC

3



Patient provided with VC information sheet and URL link via SMS/email

4



At time of appointment, patient presses URL link on SMS/email and starts video call

5



Patient enters virtual waiting room and waits for clinician

6



Clinician opens Attend Anywhere to see patient has arrived, and connects to video call

7



Consultation takes place. Clinician documents appointment in usual notes

8



At end of consultation clinician and patient complete online evaluation