# 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.
1. If clinically appropriate and suitable, the primary care provider would confirm availability and offer the patient a video appointment.
2. 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.

1. The primary care provider would document the appointment, and inform the clinician involved in the video appointment of the time/date slots.
2. 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.