# Primary Care 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.