

Information about video consultations

What is a video consultation?

An outpatient, hospital or doctor's appointment is just like a regular appointment, but conducted at home via your computer screen, by audio and video communication. A video consultation takes place "here and now"; it is not a recording.

The benefit of a video consultation is that you only have to go to the hospital if necessary. Physical examinations and surgical operations require a hospital visit.

What equipment do I need so I can participate in video conferencing?

You need a smartphone, tablet PC or desktop PC with a camera and microphone and you must be connected to the internet.

Your internet connection must be stable (WIFI/4G). A hard-wired connection provides the best internet connection, if you have this.

Browser requirements: Chrome, Edge, Firefox or Safari (Internet Explorer does not work)

What if I am not interested in video consultations?

Video consultations are voluntary. By agreeing to use video consultations, the patient agrees to the processing of personal data during the call. You can withdraw your consent at any time.

Is it safe?

Everyone who participates in the meeting must comply with the law (the Health Personnel Act) regarding the rules for confidentiality. Health care providers who participate in the meeting must document the consultation in your patient journal/medical records.

The video equipment being used must meet the requirements for security so information about you does not go astray. The video conversation is secure (encrypted) and is not recorded.

What does it cost to attend a video consultation?

Video consultations cost the same as a physical consultation. You will receive an invoice for the co-payment fee, just like when you go to your doctor's office.

What should I do in advance of a video consultation?

- It is important to open and access the correct browser in good time before your consultation
- Make sure your smartphone, tablet PC or desktop PC are powered up (or the battery is fully charged)
- Carry out the video consultation in a private room or suitable place so nobody can hear your conversation
- Good lighting is essential. Avoid direct light sources in the background of the image for the best picture quality
- For optimal sound, using headphones is a good idea

Keep your telephone and contact information ready in case you need this during the meeting.

Use the instruction manual to read how to connect to the video meeting.

What are the important steps in a video consultation?

Both participants should introduce themselves at the beginning. If you have a friend/relative present during the conversation, it is important that he or she be presented and is visible to the health care provider. We want transparency about possibly a recording of the conversation.

Remember that the health care provider does not see "all of you". Things are a little different observing a person on a screen than meeting them face to face in the same room. If you have information that may not be obvious to the health care provider but that he or she should know about, it is important to provide this information.

Further follow-up will be determined before the consultation ends.

What should I do if any of the following occurs along the way?	
Problem	Solution
My health has deteriorated to the extent that you are uncertain whether a video conversation is appropriate	Please contact the ward or department as soon as possible. The contact information is found on the notification the health care provider sent you.
The health care provider is delayed	Delays can occur in the same way as at the outpatient clinic. If you cannot wait, please contact the ward or department and let them know. The contact information is found on the notification the health care provider sent you.
You are delayed	Contact the ward or department and let them know. The contact information is found on the notification the health care provider sent you. You risk having the meeting postponed.
You cannot find a suitable private room or place	Contact the ward or department and let them know. The contact information is found on the notification the health care provider sent you. If you cannot find a suitable room for the video meeting but can find a suitable place for a phone conference, the health care provider must consider whether this is appropriate or whether you need to schedule a new appointment.
You are not able to connect to the meeting	Check the instruction manual. It may help to restart your PC/tablet and connect to the meeting again if you have technical problems. If you do not show up in the virtual meeting room at the agreed time, the health care provider may try to call you on the phone.
If the image disappears but the sound works	If the problem persists, the health care provider will contact you and agree on what you should do.
The sound disappears but you can see	If the problem persists, the health care provider will contact you and agree on what you should do.
The entire conversation falls out along the way	Attempt to reconnect to the meeting. If the problem persists, the health care provider will contact you and agree on what you should do.
Someone comes into the room	Tell the health care provider that you are no longer alone so the conversation can be paused. If possible, make sure you get the room to yourself right away.
Other unexpected incidents	Incidents that make information about you and your health available to others, or that hinder you from completing the conversation, will require pausing or terminating the video meeting. You and the health care provider must then agree on what you should do.