

Use this document as a guide when holding your video conference.

For Telehealth support contact our Telehealth Support Officer, Tony Crawford, at [telehealth@aacp.org.au](mailto:telehealth@aacp.org.au).

BEFORE	NOTES
<b>General</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Have a “do not disturb” sign ready to place on your door when holding a videoconference.</li> <li><input type="checkbox"/> Have a back-up plan in case you experience technical difficulties on the day.</li> <li><input type="checkbox"/> Familiarise yourself with your Telehealth equipment.</li> </ul>	
<b>Documentation</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all participants have the necessary documents prior to the consultation. e.g. medical records</li> <li><input type="checkbox"/> Include list of participants on documentation.</li> <li><input type="checkbox"/> Consider using larger fonts when displaying documents on screen.</li> </ul>	
JUST PRIOR	NOTES
<b>Equipment</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Test your videoconferencing equipment is working properly prior to the consultation.</li> </ul>	
<b>External noise</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Minimise interruptions by advising staff of your video consultation.</li> <li><input type="checkbox"/> Close windows and doors.</li> <li><input type="checkbox"/> Turn off fans.</li> <li><input type="checkbox"/> Lower volume on office telephone, and put mobile phone on silent.</li> </ul>	
<b>Camera Considerations</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Seating - ensure you can be seen on screen, and try not to sit too close to the camera.</li> <li><input type="checkbox"/> Lighting – where possible place lighting facing you and avoid strong backlight from windows / lights.</li> </ul>	
STARTING	NOTES
<b>Introductions</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Try to call all participants 5 minutes prior to the consultation.</li> <li><input type="checkbox"/> Start your session on time.</li> <li><input type="checkbox"/> Advise the connected party of your presence once they’re connected.</li> <li><input type="checkbox"/> Introduce yourself, and have participants introduce themselves to ensure everyone can be heard.</li> <li><input type="checkbox"/> Ensure the patient is comfortable with the set up.</li> </ul>	
DURING	NOTES
<b>Body Language</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Eye contact – when possible look into at the camera when speaking.</li> <li><input type="checkbox"/> Body language – avoid yawning, fidgeting, and keep body movements to a minimum.</li> <li><input type="checkbox"/> Microphone - have participants mute their microphone unless they are speaking.</li> <li><input type="checkbox"/> Speaking - speak clearly, one person at a time.</li> </ul>	
ENDING YOUR VIDEO CONSULTATION	NOTES
<b>Closing the meeting</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review follow up items.</li> <li><input type="checkbox"/> Thank participants.</li> <li><input type="checkbox"/> Disconnect video conference. <b>Double check the call has been ended to save any embarrassment.</b></li> </ul>	