

A guideline for video calls for GP practices



Video calls with people with low literacy and/or limited digital or health skills.

Video calling, also known as video consultation, is a way of providing care remotely. Video calling can be difficult for many people who have difficulties with reading, writing and arithmetic and people with limited digital and health skills. These are often the people who particularly need your care.

This step-by-step guide will help you to video call your patients.

continue

Guideline

1

Step 1: the preparation



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2

Step 2: making and conducting a video call appointment

Step 1: the preparation

Make agreements with the team



1

- When introducing new digital tools such as video calling, make sure the whole team is on board to adopt it.
- Make agreements with each other about when to offer a video call consultation and when not to, about how to do the video calls and how to help patients if they find video calling difficult. This [decision tree](#) kan hierbij helpen.
- Have all staff practise with the video call programme, and make sure everyone knows how it looks and works on the patient's side. If you are familiar with the programme, it is easier to offer it and help patients if they get stuck.
- Make video calling a regular topic on the team's agenda. This is to monitor deployment and experiences.

2

Step 1: the preparation

Choose a video-calling tool



1

- Compare different video calling programmes. Check what the options are for video calling via the patient portal.

Consider the following questions:

- Is the programme in Dutch?
- Is the invitation for a video call appointment customisable?
- Is there a simple and short manual in Dutch and a clear step-by-step explanation?
- Is there an instruction video for patients?
- Do patients need to download anything themselves for this programme?
- How is privacy ensured when patients make video calls with their phones?

2

Step 1: the preparation

Arrange video calling support (1/2)



1

- Make agreements with these organisations on how patients who want help with video calls can be referred and helped in the simplest way possible.
- Discuss with each other possibilities such as:
 - Walk-in clinics for digital support at the GP practice provided by the organisations. For this, it is helpful if there is a space in the practice where walk-in consultations are possible.
 - A warm transfer from the practice to the organisation providing support. Ask permission from patients to pass on contact details so that they can be called back.
 - Information material with clear explanations for the practice waiting room.
- Share manuals and instructional videos with the organisation providing support. This way, the organisation knows which video calling programme the practice is working with and can provide tailored support.

2

Step 1: the preparation

Arrange video calling support (2/2)



- Offer all patients the option to video call (provided their symptoms and appointment type allow it). Do not make the choice for the patient in advance by not offering it.
- Briefly mention the possible advantages of a video call appointment (meeting in your own environment with family, no travel or waiting time).

1

2

Step 2: making and conducting a video call appointment

Make an appointment



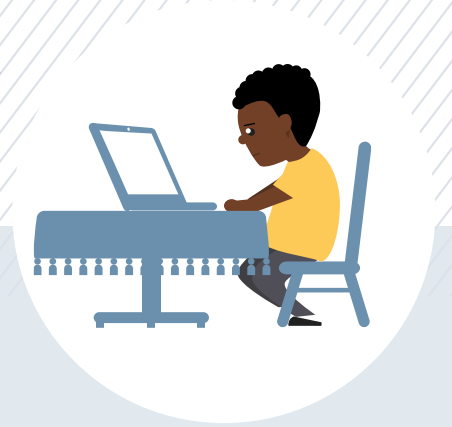
1

- Use the [decision tree](#) to assess whether video calling with the patient is possible.
- If your patient has requested a video consultation, send a **confirmation e-mail** of the appointment including information on how the patient can prepare.
- If the patient needs help or additional information, offer them the help options that you have agreed upon at the practice and with the other organisations.

2

Step 2: making and conducting a video call appointment

Prepare at home



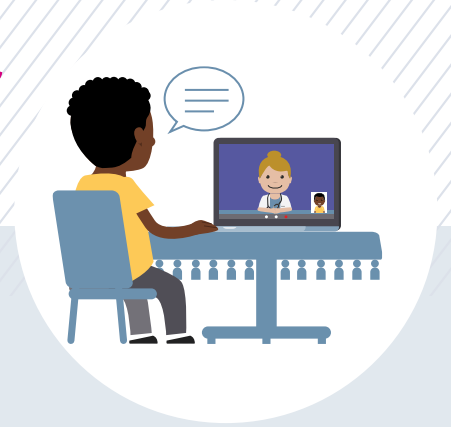
- for the video call to run smoothly, the patient must have a good understanding of how it works. The **confirmation e-mail** clearly explains this, so refer to it when making the appointment.

1

2

Step 2: making and conducting a video call appointment

The call



- The **feedback method** allows you, as a GP, to check whether your message has been understood. You do this by asking the patient to tell you in their own words what you have just discussed. Then, if necessary, you can amend or add to the message.

1

2