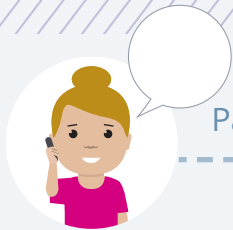


When can an appointment be held via video call?



Patient makes an appointment

Assistant assesses whether or not a video call suits the care need and situation

no

yes

unsure

Assistant suggests a video call appointment and asks if the patient needs help with this

Patient wants to and can video call

Patient wants to but cannot video call right now

Patient does not want to and cannot video call

Patient wants to video call and wants help with this

Assistant records this in the patient file

Assistant records this in the patient file

Assistant records this in the patient file

Lead doctor, digicoach or assistant explains how video calls work. Then asks whether the patient wants to try it.

Assistant sends confirmation and info by e-mail

Assistant asks if the patient wants to video call for the next appointment and records this in the patient file

yes

no

help

Lead doctor or digicoach records in the patient file that the patient wants to video call for the next appointment

Lead doctor or digicoach sends confirmation and info by e-mail

Lead doctor or digicoach records this in the patient file

Lead doctor or digicoach discusses with the patient what help is available nearby to improve digital skills and, if necessary, sends information about this

Lead doctor or digicoach records this in the patient file

How does the assistant assess whether a patient can video call?

First do the digital skills quickscan:

1. Does the patient have a computer, phone or tablet with internet?
2. Check whether the patient has and uses an e-mail address.
3. Ask if the patient has had video calls before.