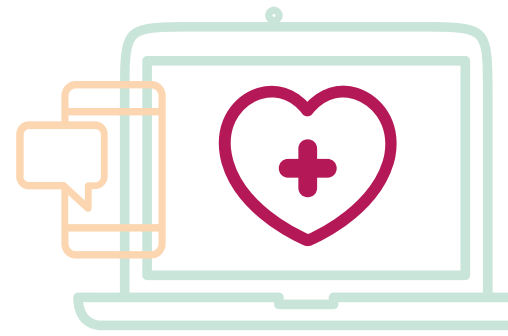


Top tips for a smooth virtual consultation with your specialist



Due to COVID-19, going to see your specialist in person for a consultation may not be an option. However, keeping up with regular medical appointments is still important, and you may be able to have a remote consultation with your specialist from the comfort of your own home.

How does a remote consultation work?



You should receive an invitation for a remote consultation from your specialist at a time and date that you have agreed to

- Make sure you know how this remote consultation will be held (e.g. Skype, Zoom, Microsoft Teams, Facetime or just a phone consultation)
- If you are not familiar with the technology, you might like to learn about it and do a test call with a friend in advance
- Have your pre-work ready (see next page)
- Remember to diarise this appointment and be prepared to start on time



You can use a laptop, phone or tablet/iPad for the video call as long as your device has a good enough camera and microphone

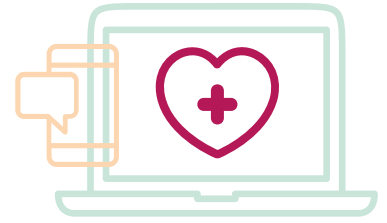
- A device that has a camera that is easy to move around may be best



You may need to use your camera to show your specialist painful or swollen joints, or any other physical symptoms or concerns you want to share with them. Consider:

- What to wear to be able to show these areas
- Where in your home you will be comfortable
- Any privacy considerations (closing doors, blinds, etc.)
- If you need a friend or family member present for support

Top tips for a smooth virtual consultation with your specialist *(cont'd)*



Preparing for your remote consultation



Do some work in advance:

- ✓ List any questions you may have
- ✓ Note any symptoms / side effects you want to discuss
- ✓ Note your joints which are swollen, painful or both
- ✓ Have any requested test results ready
- ✓ Check the scripts for all of your medications to make sure that you have enough until your next consultation

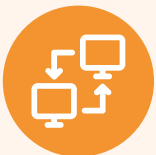
Be prepared on the day:

- ✓ Log in 15 minutes before the video call appointment to ensure your camera and audio are working
- ✓ Make sure that the device you are using for the video call is fully charged or plugged into a power source
- ✓ Limit other distractions where possible, such as: noise from television, family members or pets

What you can expect **during** your remote consultation



While you should be ready in advance of your remote consultation, you should also be prepared that your specialist may be running late. You may wish to call their office beforehand



Your specialist may want to share their screen with you to show you something. Or, perhaps they would like you to share your screen if you have any photographs or medical information that you need to show. Check that the software you are using for your remote consultation (Skype, Zoom, etc.) can support this



If you feel like you need a face-to-face consultation, speak to your specialist or ring your clinic