

# Telehealth – Video Consultations

## TELEHEALTH IS IT RIGHT FOR ME?

Telehealth Video Consultations offer our patients the same great patient care you would expect from a face-to-face appointment – but from the comfort of a location of your choice.

If you have been offered a video consultation, it is because your doctor or nurse thinks that your next appointment can be carried out effectively in this way and there is no need for you to travel to hospital for your appointment.

The choice is yours, and if a video consultation is something you would like, and you have the technology available, then please let your doctor or nurse know.

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[www.sthk.nhs.uk](http://www.sthk.nhs.uk)

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Na żądanie ta ulotka może zostać  
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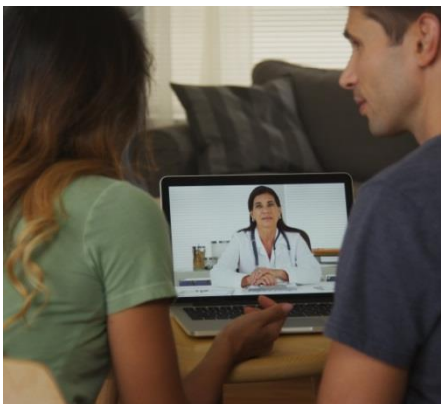
## Giving Patient Choice

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Video consultations are increasingly being used across the NHS and give our patients more choice of how and when to have their next appointment. This can save patients the time and expense of a journey into hospital.

Following your initial appointments your doctor or nurse may speak to you and invite you to have a video consultation for your next appointment instead of you attending the hospital in person.

If you are offered the option of a video consultation, your doctor or nurse will be able to answer any questions you may have.



## What does this mean for you?

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**MORE CHOICE**— If you have the right technology available, you can choose to have your next appointment as a video consultation, or you can of course still come to hospital to see the doctor or nurse.

**CONVENIENT**— A video consultation can take place wherever you find easiest and where you can hold a conversation: at home or at work, or anywhere that you can access a computer or device with a camera, microphone and internet with a good Wi-Fi signal.

**SAVES TIME AND MONEY**— Video consultations are quicker and easier for most people, as there is no travel time, parking, petrol or other travel costs, as you do not have to come to the hospital.

**THE SAME GREAT CARE**—Just like a face-to-face consultation, a family member or friend can be present with you during the consultation, to support you and perhaps remind you of questions you wanted to ask, ask them on your behalf or help you to remember what was discussed.

## What do I need?

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- A valid email address.
- A device with a microphone and camera and that can access the internet, such as:-
  - Mobile phone
  - Tablet device
  - Laptop
  - PC
- Access to the internet on the device you are using for the video consultation, such as:-
  - Broadband connection
  - Access to a Wi-Fi network
  - 3G or 4G\*
- Your time and date of appointment.
- The link we will send to the email address you give us.
- A place where you are comfortable having the video consultation and you can hear the doctor or nurse who will be speaking to you.

\*Using 3G or 4G may result in additional charges from your mobile operator for the cost of data for the duration of the connection. Any such charges incurred are non-refundable and by accepting the use of video consultations, you are accepting responsibility for any such charges, including roaming data charges if you have a video consultation whilst you are outside of your mobile registered home country.