



Dr Christopher JG Green, MB BCh FRCA FFPMRCA  
Consultant in Interventional Pain Medicine & Neuromodulation

## VIDEO CONSULTATION

You have arranged to see Dr Christopher Green by video consultation. Your choice may have been for a variety of reasons, including convenience, distance to travel, or the suggestion from your team if you have other medical conditions that make it medically unsuitable for you to present for a face-to-face appointment.

Video consultations have been around in medical practice for some time. Their use has been more prevalent in countries with wide geographic distances such as the US and Australia, especially to access highly specialist opinion that may not be available locally. With the advent of the COVID-19 pandemic the recognition and use of video consultations in the UK has increased.

### ***You need need to be aware of some of the limitations of video consultations:***

Specialists often pick up subtle signs during a consultation that can be clues to a diagnosis that are not possible to observe in a video consultation, and which are not necessarily borne out by formal physical examination later.

A formal physical clinical examination is not possible with the video consultation. Your consultant may suggest that this is required at a later date via a follow-up face-to-face appointment to be more sure of the diagnosis and proposed treatment. Where an examination has not been recommended, the diagnosis could still be influenced by the lack of examination and any proposed treatments are therefore based on the assumption that such an examination would not substantially affect the outcome.

Furthermore, explanations of medical conditions and treatments may be less easy to get across via video. For example your consultant may be not be able to demonstrate clearly to you some aspects of your diagnosis or treatment in relation to your own body, such as the likely site of a needle or radiofrequency probe insertion, or the location of an implant or scar. Inevitably some information can become “lost in translation” over the video, though Dr Green will try to prevent this as much as possible with the use of clear language, demonstrations over the video where possible, the provision of written information or diagrams, or links to videos.

Dr Green’s video appointments are powered through secure video providers and you can be reassured that all data is processed in a secure and GDPR compliant environment, and that all communication using is encrypted.

Please get in touch if you have any questions. Otherwise, Dr Green will look forward to seeing you at your appointment.

### **Practicalities:**

1. Please ensure you have completed any paperwork or questionnaires requested ahead of time and returned them to Dr Green’s team.
2. You will receive a link or email invitation to join the video consultation with Dr Green at your allocated appointment time.
3. Please ensure you are in a suitable place for the consultation that is private and free from distractions. Lots of background noise or excessive bright light can make the video experience difficult to communicate through, resulting in your appointment being stopped and classed as a “patient cancellation”. You will need a reliable internet connection, similar to using Skype or watching streaming videos.
4. Please be ready ahead of time and ensure everything is up and running. It can take several mins to log-in and this is time wasted from your appointment if you are not prepared.

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5. You are welcome to have another person present for the consultation. Please make your consultant aware they are present. Be aware that if you both try to speak at the same time over the video this can be difficult to hear - take your time and speak one at a time.
6. Your consultation will not be recorded by your consultant, and we request you don't either. Your consultation is private and confidential between you and Dr Green. Written medical notes will be made during the consultation as normal which will remain in your private medical records. A letter will be prepared as usual and sent to you.

#### **How to join your consultation:**

- **Mobile** - You can join using a mobile device by downloading the suggested app, which is available from both the Apple App Store and the Google Play Store. For many of the platforms used you do not have to create an account if you don't want to. Instead, install the app, then click the link you will have been sent by Dr Green's team to join the meeting.
- **PC** - To join on a PC, click the link you have been sent, and follow the instructions to either join the meeting in your browser or download the PC app.
- **Apple Mac** - If you want to join using an Apple Mac, you can join using Google Chrome or by downloading the relevant app. *Safari (default browser on most Apple devices) is not always supported by some platforms*, so please use Google Chrome if you do not wish to download the app.

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