

TECHNOLOGY NEEDED FOR VIDEO CONSULTATIONS

Item	Description	Yes/No
Device	A PC, laptop, tablet or smartphone	
Camera	Built into smartphone or tablet. May be embedded or attached to laptop or PC	
Microphone and speaker	Usually built into the device, but an external headset may improve sound quality	
A stable and secure internet connection	Minimum bandwidth approximately 2 Mbps (Megabits per second) upload and download for a one-to-one call, at least 3 Mbps for group calls with more than two people	
Video calling software (e.g. Attend Anywhere)	This must be compatible with your device. Check what is recommended/stipulated by your organisation. (Note: if using a smartphone or tablet you will need to download an app first)	
A second monitor	Not essential but may be useful if you are using a PC or laptop and want to review notes while carrying out the consultation.	

RESOURCES NEEDED FOR VIDEO CONSULTATIONS

Item	Description	Yes/No
A mobile or landline telephone	To contact the patient in the event of technology failure or emergencies	
A quiet, private space	A place to work that is free of distractions and where the patient's confidentiality can be protected. This may be at home or in your usual work setting.	
The patient's contact details	Telephone number and e-mail address for use in the event of technology failure or emergencies	

Any case notes from previous consultations	Check with your governance team that you can safely access these if you are working from home	
Contact details of your organisation's IT or technical support team (or your team's digital champion)	For support in the event of technical problems.	
A copy of any resources that have been sent to the patient	E.g. advice leaflets, exercise sheets and web links, so that you can refer to these during the appointment	
Potential resources to share over the screen	E.g. videos of exercises, equipment to show/demonstrate, useful web links	

RESOURCES NEEDED FOR TELEPHONE CONSULTATIONS

Item	Description	Yes/No
A mobile or landline telephone	If using a mobile phone, check your signal strength before the consultation	
A quiet, private space	A place to work that is free of distractions and where the patient's confidentiality can be protected. This may be at home or in your usual work setting.	
The patient's contact details	Telephone number and e-mail address	
Any case notes from previous consultations	Check with your governance team that you can safely access these if you are working from home	
A copy of any resources that have been sent to the patient	E.g. advice leaflets, exercise sheets and web links, so that you can refer to these during the appointment	