

Video consultations

Video consultations are an easy way for you to have your appointment with your care team, without the need for you to travel to the hospital.

This can save you time, money, and the difficulty of getting to the hospital.

After your video call you may be sent a separate survey to complete. If you do not wish to be contacted and would prefer to “opt out” of the survey please inform your clinician.

You will need



A smartphone, tablet or computer with a camera and speaker (these are usually built-in)



Good connection to the internet



A quiet, well-lit room where you won't be disturbed



Safari for Apple devices



Google Chrome or Mozilla Firefox for Windows devices



How do video consultations work?

1

We will notify you of your video consultation by text message or email

Follow the link to login and view appointment information

2

Check you have a device that supports video consultations, good internet and a well-lit, quiet room for your appointment

3

We will send you a text message 1-2 hours before your appointment with a secure DrDoctor link to your video consultation

You can access this link from any device, by copy and pasting it

4

A few minutes before your appointment click the link to go straight to your private video waiting room

We recommend you join a few minutes before so you can test your audio and video before your clinician joins.

5

Please wait for your clinician to join you in the virtual consultation room

You may need to wait a while if the clinic is running late so please stay on the call. Your clinician may send you a message within the video consultation if they are running behind

Check the FAQs and guidance link in your video appointment text message to help sort out any technical problems

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