

FIGURE 1: DELIVERING EFFECTIVE RESPIRATORY REMOTE CONSULTATIONS IN PRIMARY CARE

HEALTHCARE PROFESSIONAL (HCP)

- Review patient notes, if possible, and recent history
- (See checklist above)

- Connect and check patient can see/hear you. Are they the person you are expecting?
- Let patient know you may be typing during consultation so not looking directly at them
- Ensure privacy and check if anyone is with patient
- Contingency plan (what to do if cut off)

- Greet
- Provide reassurance to build rapport and put patient at ease

- Ask for description of concerns and priorities for the consultation
- Take a detailed and focused history
- Gather any physical assessments the patient is able to provide
- Discuss thoughts and conclusions and decide on a course of action

- Check understanding of agreed action
- Advise on reliable sources of information
- Make sure patient can access any prescriptions
- Propose follow-up consultation(s) schedule

- Send promised links and/or information

Operational talk: instruct and guide patient to support the quality of consultation eg. ask patient to speak louder, reposition the webcam or change the lighting

PATIENT

- Check access to call system and points for discussion
- Have medications eg. inhalers near you
- (See checklist above)

- Connect and check HCP can see/hear you
- Let HCP know if anyone is with you
- Contingency plan (what to do if cut off)

- Greet, non-clinical talk

- Provide a description of concerns and priorities for the consultation
- Provide any physical assessments the HCP requests
- Discuss thoughts and conclusions and decide on a course of action

- Agree and clarify understanding of plan of action
- Take note of advice on reliable sources of information
- Confirm you can collect any prescriptions
- Check how to arrange follow-up consultations

- Look out for promised links/information

Repair talk: correct significant disruption to the flow of the consultation due to latency or technical breakdowns eg. pause, invite patient to continue talking when overlap/interruption occurs

