

# Clinical Consultation Etiquette

## Participant Guidelines / Videoconference Etiquette

### Consultation Preparation

- If possible, it is better to decide who will facilitate the videoconference prior to consultation. The facilitator is generally the one who is in control of the clinical session, asking questions of the patient, directing the camera, etc.
- Ensure that the videoconferencing room is marked 'in use' so that there are no unexpected interruptions.
- Ensure that seating offers each participant an unobstructed view.

### Participant Preparation / Videoconference Etiquette

- Ensure that the patient has an adequate understanding of the videoconference process by walking them through the Telemedicine Consent Information Checklist and answering any questions that they may have.
- Make certain that the patient is aware of the security offered by the OTN system. The videoconference does not go over the public Internet but rather the private and secure eHealth Ontario network. The process is private, and all participants are health care workers.

### Clinical Consultation Process

- Introduce the patient to the individuals at the patient site. Introduce the patient to the far-end healthcare provider(s). Make sure that all participants are aware of everyone in the room at the time of the videoconference. NEVER have a person or people off camera observing the session without all participants being informed.
- Remain with the patient unless the specialist indicates that it is acceptable to leave.
- Typically the consultant will facilitate the session and the clinical process runs as follows:
- Patient site introduces the patient
- Consultant then takes over directing the questions to the patient or referring health care professional, directing the position of the camera and / or directing an examination of the patient.
- Consultant and patient site then negotiate communication and documentation of recommendations.