

OPTIMISING A VIDEO CONSULTATION (VC): HARDWARE & TECHNOLOGY

PRESENTED BY **ASSOC PROF LIAM CAFFERY**

The goal of optimisation is to make the video conference experience as close to an in-person interaction.



Optimising a VC leads to -

- Reduced effort to listen, cognitive load and clinician fatigue
- Improved clinician willingness to practice telehealth
- Improved communication with your patient
- More effective assessments
- Improved patient satisfaction
- Reduced medical legal risk

Coach your patient to optimise their setup. This should be a routine step at the beginning of each video consultation.

Pixelation, freezing or jerkiness of the audio and/or video, and audio/video out of sync suggests network or Internet issues.

Try the following if you are having network problems:

- Upgrade your Internet plan with your ISP to one with higher bandwidth
- Stop competing applications by closing all applications (e.g., email, browser) on your computer during your VC
- Get family members to stop bandwidth intensive activities (e.g., gaming or video streaming) during your VC
- Use a wired network as opposed to Wi-Fi
- Reduce the frame rate and image size on your webcam configuration menu





For audio - use a headset or external speakerphone.

For video - use a peripheral (USB) webcam or video conferencing camera in preference to the build in laptop camera.

If there is more than one person at a video consultation endpoint they need to use PC monitor as opposed to a smartphone or tablet computer.