
OPTIMISING VIDEO CONSULTATIONS (VC) - ONLINE COMMUNICATION

PRESENTED BY DR HELEN M HAYDON

Effective communication via video relies on some adaptation of our verbal and non-verbal communication.

PREPARATION

BEFORE the VC - establish expectations by:

- Having a back up plan for audio-visual problems
- Ensuring all parties know that any recording of the sessions should only be done with consent of all concerned.



BEFORE the VC - maximise a private and secure environment for all participants

- Discuss expectations with client/patient that the consultation is done in a quite and private place where possible
- If the health professional is in a shared office, use a headset



DURING VIDEO CONSULTATIONS

COMMENCEMENT

- Verbally check audio-visual with “Can you hear and see me?”
- Don’t forget to introduce yourself



BEHAVIOURAL ADAPTATIONS

AVOID

- Excessive movement
- Shouting (just speak clearly and naturally)



ENSURE






- That you pause for turn taking
- Mute your microphone when not talking 
- Everyone's camera is on and is visibly clear 

INCREASE

- Verbal checking in with you client/patient



Addressing concerns and adapting psychological techniques for videoconsultations: a practical guide

Helen M. Haydon , Anthony C. Smith , Centaine L. Snoswell , Emma E. Thomas  and Liam J. Caffery 

Centre for Online Health, Centre for Health Services Research, The University of Queensland, Queensland, Australia

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