



PATIENT CHECKLIST: Things to consider before a video appointment	Tick
If possible, use a tablet or computer rather than your phone because the screen is bigger	
Ensure your phone/tablet is fully charged before the call. Keep the charger to hand	
Test the link you have received from your audiologist in advance of the call to make sure you can access the program to be used	
If possible, have a family member with you during the call to help with communication. If arranged in advance, the family member could join the call from a different location	
Sit in a quiet room. Turn off the TV, radio, etc.	
Sit in a well-lit room. Avoid sitting under a light or with a window behind you to avoid glare. If possible, sit facing a window. You can test out the lighting in advance of the call as prompted by the software.	
Avoid sitting outside because wind noise (even a very slight breeze) affects sound quality.	
If possible, use a headset because this can help with sound quality. If you wear hearing aids you might need to experiment with the placement of your headphones. Try putting them above your ear close to the microphone of your hearing aids. If possible, test this out before the call.	
If you have hearing aids/equipment with streaming, stream the audio direct from your phone or tablet (instead of headphones) to your hearing aids.	
<p>You are probably aware that communicating via technology is a bit different to communicating in person:</p> <ul style="list-style-type: none"> • The signal can sometimes get distorted. If it does, let your audiologist know, don't be shy about asking them to repeat things. • There is sometimes a short delay between the time the person speaks and the time you hear it. To deal with this, wait a second or two after they have stopped speaking before you start. If you need to ask a question or interrupt, raise your hand, so they know you wish to speak. 	
Above all, be patient. Don't be upset or angry if there are technological glitches. Your audiologist is probably new to this too.	
<i>Authors: Ann-Marie Dickinson and Gabrielle Saunders. Version 1.</i>	



CLINICAN CHECKLIST:	
Things to consider <i>before</i> the video appointment	Tick
Ensure staff are trained in using teleaudiology in advance of the appointment. This could include a short tutorial on using the video conferencing software and at least one 'practice appointment' between staff.	
Have a contingency plan in place for if/when technology fails e.g. have the patient's phone number handy, tell them you will phone them if the session isn't working properly,	
Schedule extra appointment time, especially for initial appointments.	
Ask the patient if they want to invite a family member to join the call from another location. If so, send the family member the meeting link too.	
Alert patients to differences and similarities in care to manage expectations i.e. I can do X, Y, Z but I cannot do A, B, C.	
Begin providing care to patients who are comfortable with technology. Be up front in asking this.	
Check that your workstation and the space behind you have a professional, uncluttered appearance.	
Wear a plain top.	
Ensure the patient can see your face, shoulders, upper body and arms as this will improve communication. Ensure lip reading is still possible.	
Avoid glare by keeping the camera away from the window (sit facing the window if possible or side on to the window, closing the blinds may help). Test this in advance.	
Keep these cartoon visuals to hand as a reminder of good-practice: https://www.bartshealth.nhs.uk/video-consultations#	
Things to consider <i>during</i> the video appointment	Tick
Hold the appointment in a quiet room, close the door, and remind others in the vicinity that you cannot be disturbed.	
Look towards the camera during the call in-order to enhance eye contact with the patient.	
Begin the appointment with a 2-3-minute chat to help the patient adapt to the technology, your voice, and the acoustics of the call.	
Offer to set up captioning for the patient.	
Use slightly exaggerated body language so it is easy to see e.g. larger nods of head, bigger smiles.	
Use a headset to improve the sound quality but ensure the microphone does not obscure your lips (and so prevent lip reading).	
Throughout the appointment frequently check the patient's understanding. Move slowly though the appointment. Repeat, re-phrase and summarise important information and concepts.	



Use teach-back technique to confirm understanding: ‘Based in what I just said, explain to me how you would xxxx’, ‘So, what will you do later today when’	
If the platform allows, consider suggesting the patient records just a few important minutes of the appointment e.g. demonstrating the volume, showing fit of the EM, demonstrating a battery replacement.	
Offer the patient a break if the appointment exceeds 40 minutes. Suggest a ten-minute comfort break, or longer, if you feel the patient is tired or frustrated).	
Obtain feedback from patients at the end of each appointment. This can be used to improve the service: How did you find today? What could have been better? What worked well? Share the responses with your team so you can all make changes accordingly.	
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