

Troubleshooting Video Consultations

Video consultations provide a convenient and accessible alternative to physical consultations, without compromising patient safety.

To avoid potential issues during video consultations, it's important to test the equipment regularly.

It's also a good idea to have a backup plan in case unexpected technical issues arise and prevent the video consultation from continuing.

For example, having the patient's mobile number readily available will allow you to continue the consultation over the phone if necessary.

Below are some common issues that can occur with video consultations, along with suggestions to help you troubleshoot the problems on the spot.

Issue: you can't hear the patient

- Ensure the speaker volume is turned up and your speakers or computer are not muted.
- Check all sound devices are connected correctly and enabled.
- Test with other programs to determine if the issue is at your end or the patient's location.
- Ask the patient to check the microphone on their computer is connected, enabled and not muted.

Issue: the patient can't hear you

- Ensure the microphone on your computer is connected, enabled and functioning correctly by checking the connection and status lights.
- Check the microphone is not muted on your computer, software program or Windows.
- Ask the patient to check the speaker volume is turned up and their speakers or computer are not muted.

Issue: you can't see the patient

- Ask the patient to check the camera on their computer is connected and enabled.
- If the patient's camera needs to be reconnected, they may also need to restart the software program.

Issue: the patient can't see you

- Ensure the camera on your computer is connected, enabled and functioning correctly.
- If your camera needs to be reconnected, you may also need to restart the software program.

Issue: the video is jumpy and slow

- This issue is generally caused by bandwidth problems relating to the internet connection.
- Make sure your colleagues are not using excessive bandwidth by downloading large files on the computer network.
- Where possible, reduce the number of web-based applications running on your computer.

Further information

If you would like more information about providing video consultations in your practice, refer to the [implementation guidelines](#) developed by the Royal Australian College of General Practitioners (RACGP).

Other helpful Practice Assist fact sheets

- [Becoming Telehealth Enabled](#)
- [Becoming Telehealth Enabled - Checklist](#)
- [Telehealth Service Options](#)

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.

WWW.PRACTICEASSIST.COM.AU