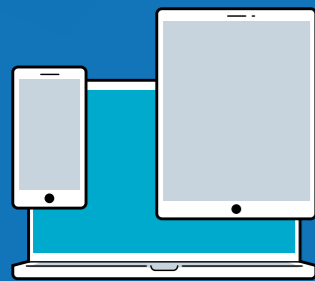


# Getting Set Up for Video Consultations

Here are our top 5 things to think about and organise.

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## Device

### Tips:

- A phone or tablet is simplest for patients. A computer is best for clinicians.
- Higher-specification devices will ensure optimal video consultation. Lower-spec or older devices may not have sharp or smooth video images.
- Keep your device connected to the main power supply. When a laptop runs on battery it often reduces performance to maximise the battery life.

## Video conferencing software

Install video conferencing software on your device. Common platforms in New Zealand are Zoom, Microsoft Teams and Doxy.Me. Many Patient Management Systems (PMS) have integrated video conferencing.

### Tips:

- When selecting telehealth software consider features, quality, privacy and security. For example, some software comes with additional features useful for the health sector (such as payment and waiting rooms).
- Most social media messaging apps such as FaceTime, WhatsApp and Facebook Messenger should not be used unless there is no practical alternative. These apps generally have end-to-end encryption but user data may be used in various algorithms. Often these services are also based on personal profiles (blurring the boundary between professional and personal use).

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## Video conferencing peripherals

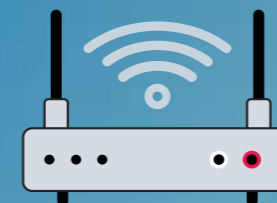
### Tips:

- Many built-in laptop cameras can be low quality. A USB webcam such as a [Logitech C920](#) will improve your video quality. Look for 720p (minimum) or 1080p resolution.
- Dual monitors allow you to view both the patient and the PMS. For best eye contact make sure the camera is positioned on the same monitor as the patient is displayed on.
- Many built-in laptop microphones can be low quality. Most USB web cameras will have a good microphone, or consider using a headset which positions the mic close to your mouth. Headsets also help in noisy environments.

## Internet connection

### Tips:

- Check your connection speed at [www.telehealth.org.nz/speedtest](http://www.telehealth.org.nz/speedtest)  
For the best possible connection:
  - If you're on WiFi try to be as close to the WiFi router as possible.
  - If you're using an older computer, close all other applications or programs.
- If you're on a smartphone, check cellular strength.
- If you're using a computer, a wired ethernet cable is best.
- If you have poor internet coverage, minimise others using the internet for things like gaming at the same time.



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## Security

Check out these [top 10 security tips](#) to keep your network and devices secure. For example:

- always apply software updates
- use strong, unique passwords
- use meeting passcodes
- use the waiting room before others join
- check attendees before you start the consultation.

## What else?

Check out these links for more information

- [Guideline for Establishing and Maintaining Sustainable Telemedicine Services in New Zealand](#)
- [Tech \(on the NZ telehealth Forum and Resource Centre\)](#)

### Test your set-up with a colleague

Before you start a telehealth consult make sure that you:

- can both hear and see each other clearly. (What about if you have some more people in the consult?)
- are getting a good, continuous connection to the internet.

### Do you need more kōrero and tautoko (support)?

Speak to other colleagues, PHOs and DHBs when choosing what systems and software to invest in.

Many have already investigated which platforms meet similar users' needs. They will also be able to give you advice around free versus paid options. For example, you can sign up for a free Zoom account, however the time limit is 40 minutes.

