



# Telemedicine and Virtual Consultations

*“We will invest in new options for our workforce, and raise our game on health technology – radically improving patients’ experience of interacting with the NHS.” Simon Steven, 5 year forward view.*

**6** external CPD points

## Introduction

Our new one-day workshop for Healthcare Professionals covers telephone triage and consultations, as well as the use of web-based technology to enable doctor consultation services. Our course will enable you to recognise how to identify patient need, identify the most appropriate resource for the patient and to identify the most appropriate end point for the patient.

## Course structure

- One day workshop
- **It is important that you bring a laptop or tablet to the course and have downloaded Skype prior to the workshop session. These are to be used for role playing purposes throughout the course.**

## Workshop objectives

- To recognise the drivers and opportunities
- To review the risks and benefits
- Develop awareness of communication and questioning skills
- How to handle difficult and complex consultations
- To improve confidence in handling remote consultations