

## What happens during a virtual clinic?



The healthcare professional (HCP) will introduce themselves to you, if you don't know them already. They will confirm your identity by checking your personal details, such as your date of birth and will then explain how the virtual clinic will work.

The HCP will speak to you about your condition and tell you about any treatment or advice, including any next steps like referring you to other services.

Ask questions and ask the HCP to repeat anything you did not understand. They will give you a phone number to call if you have any questions or queries after the virtual clinic.

## Data Protection



### Will my information be kept securely?

Yes, your information, including any recordings from the virtual clinic, will be stored in a secure location. The hospital will manage this.

### How will my information be protected?

Your hospital must follow the requirements of the data protection laws to protect your information.

The laws and regulations include:

- EU General Data Protection Regulation
- Irish Data Protection Acts

## What other general information do I need to know?



### What if I don't speak English?

If you need an interpreter to translate for you, please let us know when we contact you about a virtual clinic.

### Who do I contact about a virtual appointment?

Find contact details on the front cover of this leaflet.

## Your Service, Your Say



### We try to provide a positive and supportive experience for people using our service.

We welcome your comments, suggestions and complaints about the service.

You can give us your comments by:

- talking to a member of staff
- filling out a 'Your Service, Your Say' leaflet (These can be found around your hospital)
- visiting [www.hse.ie](http://www.hse.ie)
- phoning the HSE Information Line on 1850 241 850
- emailing your comments to [yoursay@hse.ie](mailto:yoursay@hse.ie)



# Patient Information Virtual Clinics

## A quality service from the comfort of your home

This leaflet explains what a virtual clinic is, how to prepare for one, what happens at a clinic and other general information.



## Contact details



**Main hospital number**  
**Outpatient appointments**

## What is a virtual clinic?



A virtual clinic is a consultation with you that takes place by phone or video call instead of a face-to-face clinic in a hospital or other health facility. A video call is where two or more people talk and see each other by video on their phone, laptop or computer.

During a virtual clinic, you will talk to the healthcare professional responsible for your care, such as a doctor, nurse, pharmacist or other health and social care professional.

A virtual clinic is normally by appointment, as it gives your healthcare professional the chance to check your clinical condition and to give you advice.

## What are the benefits of a virtual clinic?



- It can reduce the need for you to visit a hospital or health facility.
- It can save you time, stress and the expense of travelling to your appointment.
- It will help with physical distancing.
- It can minimise your risk of infection.

## Is a virtual clinic for me and how do I take part?



We start by asking you if you would like to take part in a virtual clinic. We may need to phone or write to you to ask if this option interests you.

We will also help you to prepare by sending you a short written description of a virtual clinic and will ask for your verbal consent to have the clinic this way.

If you take part in a virtual clinic, you may have to go to a health facility or your GP (doctor) for tests like blood tests. These are done before your appointment so that the results are back in time for your virtual clinic.

## Getting an appointment



Your healthcare professional will contact you by letter, phone, text, and will tell you:

- How you will get information about your appointment
- Details about the appointment including the date and time, how long it might last (if known) and any flexibility to change the appointment
- Details of who you will be talking to at the clinic
- About any equipment you may need
- About any data protection matters such as possible recordings of the session

## What else do I need to do to prepare?



Before the clinic, make sure you are in a private area or room that you know will be quiet and you will not be disturbed.

If you like, you can arrange for a friend or relative to be with you for the clinic.

Have any questions you want to ask written down and have a pen to write down the answers.

Make sure your phone or computer is charged.

## What equipment do I need?



For a virtual clinic that is done by a phone call, you will only need a phone. For a virtual clinic by video call you will need access to a smartphone or a computer with a camera, microphone and a speaker.

You may need to install an application (app) on your computer or smartphone.

The hospital staff will let you know what type of application you will need and anything else you might need to be able to take part in the virtual clinic.