

Video, Phone and Face-to-Face Consultations at Mt Eden Medical Centre

Sometimes it is convenient to talk to your doctor without having to come to the Medical Centre and phone and video consultations are the best thing to do. Other times, your doctor really does need to see you in person – to do a physical examination or procedure or have a discussion that is more comfortable when done face-to-face, for example.

When booking a phone or video consultation, bear in mind that there is a possibility your doctor may still need to see you in-person, which will incur fees for both the phone/video appointment and the face-to-face appointment.

FAQ

Do I need to sign up for an account to make a video consultation?

No, you simply make an appointment for a video consultation and go to your doctor's video consultation webpage shortly before the appointment time. You will check in and your doctor will start the call when they are ready. Just like being in the waiting room at Mt Eden Medical Centre but the waiting room is your own home, office, car – wherever it suits you at the time.

Is the video consultation private and secure?

All data is encrypted, patient sessions are anonymous to the video service provider (doxy.me) and no patient info is stored persistently. Be aware of privacy at your end of the conversation, though – can someone overhear you, where you are?

What is the cost?

Standard consultation fees will apply to video and phone consultations, just as for face-to-face consultations. You will be sent an email or text with the fee and accounts details for payment by online banking, following the consultation. An invoice can also be sent on request. If you are advised to make a face-to-face appointment as well, that appointment will also incur our standard fee.

How do I actually do this?

For phone consultations:

1. Make an appointment with your doctor in the usual way – online or by telephone – but choose 'phone consultation' as an option.
2. The doctor will ring you as close to the appointment time as possible.

For video consultations:

1. Make an appointment with your doctor in the usual way – online or by telephone – but choose ‘video consultation’ as an option.
2. We will send you a secure link to your doctor’s video consultation virtual waiting room by text or email.
3. You can use this link at any time to check out the system and make sure that your camera and microphone are set up using this [Pre-call Test](#). We recommend you do this in advance of the consultation time so everything will go smoothly with your doctor.
4. Use a computer or device such as a smartphone or tablet that has a video camera and microphone and one of the following web browsers installed: Chrome, Firefox or Safari. (Internet Explorer, Microsoft Edge and other web browsers may not work properly).
5. Click on the link we sent or copy and paste it into the web browser address bar.
6. Type in your name and click “Check In”.
7. Allow your browser to use your video camera and microphone, when asked.
8. Your doctor will be notified that you are waiting and will start your consultation when they can (yes, you will probably still have to wait a bit 😊).

Tips:

- Make sure you have a good internet connection and plenty of battery life and data, if you are making a video consultation using a mobile device.
 - Make sure you are comfortable with the privacy at your end.
 - If you need help, please ring our receptionists who will do their best to help.
 - Doctors are happy to switch to a phone consultation if the video call is problematic.
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