

## Remote Consultation Guide Sheet

**Skype name:** KarlJansen30@gmail.com

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**Please send a skype invitation to Karl and skype into him at your appointment time.**

### Introduction

Released in 2003, Skype offers free, worldwide video access to any patient with an Internet connection. Practitioners have identified areas where Skype can help improve the quality of care by raising the level of accessibility, reach and convenience for both patients and doctors.

While Skype calls may not serve to replace personal visits, many physicians are turning to it for pre-appointment screening and post-appointment follow-ups and monitoring. In remote areas with inadequate medical care facilities, Skype allows patients to connect with their doctors for virtual consultations and evaluations, saving on travel and expenses.

Skype offers an affordable and effective alternative for patients to interact with their doctors and be regularly monitored without having to spend time and money on traveling and office visits.

Nevertheless, it is important to realise that video-chat platforms such as Skype were developed for marketing to the general consumer and not for health care. This means that there are some issues to consider when using Skype.

1. **Security:** The main concern with using a web cam program such as Skype is around security. Unlike some programs, absolute security cannot be guaranteed.
2. **Bandwidth:** Video conferencing can consume a lot of Internet bandwidth and monthly allowance of data limits.
3. **Equipment:** In order to function effectively for tele-healthcare both parties need a computer with a video camera, a good internet connection and a quiet area. It is important to realise that without adequate steps being taken, conversations maybe overheard at both ends of the video consultation.

In order to minimize these risks, I will:

1. treat information collected via Skype with the same confidentiality as any clinical information with the same expectations around consent. This means that no one apart from your GP(s) will be informed of our conversation and there will be no recording without your express consent.

2. have a monthly plan with Vodafone that ensures plenty of data allowance and bandwidth availability, on a dedicated line.

3. use an Apple iMac with a video camera built in, or an Apple iPhone. The computer is in a quiet office and Skype consultations will be timed so that no-one else is around.

Using Skype for our work together implies consent and acceptance to the issues described above. Skype interviews require prior payment.

If you have Southern Cross Medical Insurance, please let us know your policy number and we can claim directly from Southern Cross for your consult.

For a 30 minute follow up OR I have seen you before, please lodge \$210, using your name as a reference, into account: 02 0108 0141745 000.

or if you have been referred to me by Dr Tony Hanne \$300 - into account: 02 0108 0141745 000 using your name as a reference.

For a Special Authority review, if I have not seen you before, please lodge \$300: into account: 02 0108 0141745 000 using your name as a reference

For a new consultation, please lodge \$500: into account: 02 0108 0141745 000 using your name as a reference.

Please send an e-mail to let us know that this has been done.

Kind regards,

Karl Jansen  
Dr Karl Jansen,  
MBChB, MMedSci, DPhil (Oxon), FRCPsych, ARANZCP.  
Consultant Psychiatrist, 20.05.2021