



Delivering Safe and Effective Virtual Consultations

3 external CPD points

Introduction

This new live webinar for Healthcare Professionals covers telephone triage and virtual consultations, as well as the use of web-based technology to provide a quality and safe doctor consultation service. Our course will enable you to recognise how to identify patient need, locate the most appropriate resource and to determine the most appropriate end point for each individual case.

Rather than saying *'we're going to implement the technology'*, you say *'we're going to improve the service and the way we improve the service is by using the technology'*. Quote from Professor Trish Greenhalgh.

Course Structure

- **2.5 hour webinar**

Webinar Objectives

- 10:00-10:15 - intros, aims and objectives
- 10:15- 10:30 - drivers and opportunities
- 10:30-11:00 - when are virtual consults appropriate
- 11:00-11:45 - how to do a good video consult
- 11:45 - 12:15 - scenarios and practise
- 12:15-12:30 - summary

To book or enquire about this programme please contact us:

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