

How to get the most out of your telephone appointment

The RBD2 research study,
scan here
for details:



Think about your symptoms

Think about how to describe your symptoms clearly before the appointment (write down key points if that helps you).



Do you need support?

Think about whether you need to have someone with you when you have your remote appointment (eg, to help with the technology or with communication).

Is an in-person consultation needed?

If you think an in-person consultation is needed, say so when you book the appointment and explain why. An in-person appointment is likely to be needed for:



- ▶ Chest pain/shortness of breath.
- ▶ Abdominal pain.
- ▶ Injury caused by a fall or accident.
- ▶ Unusual lump.
- ▶ Urgent mental health problem.
- ▶ Persistent skin problem.
- ▶ A child or someone in care who is unwell.
- ▶ If you have already had two remote appointments for a problem that is not improving

During the consultation

Be sure to tell the clinician all the key points about the current problem, even if you have told someone else from the surgery beforehand.

Mention other conditions that may be relevant, for example, diabetes, a heart or chest condition, or a mental health condition.

If you are very concerned about the problem, especially if things are getting worse, say so clearly.



After the appointment

Ask the clinician to explain what happens next after the appointment and what to do if your symptoms do not improve. If you would like them to explain something again (to you or the person helping you), ask.

Ask them to send you instructions (eg, via text message) if you would like this, and to include any further information such as a leaflet.

