

# Video Consult FAQs

## **What is a Video Consult?**

Having a video call (on your mobile phone or computer) where you can see your doctor and talk about your condition just as you would if you were in the same room.

## **What is Telehealth?**

Telehealth is the collective term for a number of different ways of being in touch with your doctor without seeing them in person. This might involve talking over the phone, sending messages via your patient portal, emailing or texting your doctor, or having a video call. Sometimes this is also called virtual healthcare or e-consultation.

To learn more about Telehealth, see this trusted NZ health information website - [Healthify He Puna Waiora](#)

## **How do I arrange a Video Consult with GP Central?**

Having a video consultation is easy. There's no app to download. All you'll need is a good internet connection and a smartphone, tablet or laptop with a camera.

Book your video appointment either online through our patient portal, MyIndici, or by calling reception. Then, a few minutes before your appointment, click the doctor's link on our [Video Consult](#) page (on the GP Central website) to enter their virtual waiting room. The doctor will join you when they are ready.

You must be an enrolled patient at GP Central to book a video consult.

## **What if my GP needs to see me in-person after my consultation?**

Video consultations aren't suited to every circumstance. If your doctor thinks that a face-to-face visit is needed for further treatment, they will discuss this with you and help to arrange the next steps.

## **How much does it cost?**

Standard appointment fees apply. See our [Fees](#) page on the GP Central website for more information.

### **What happens if there's a technical problem?**

If the sound or picture for the video call fails, the doctor will ring you straight away on your mobile phone to assist or to complete the consultation over the phone.

### **What about privacy and security?**

Just like a normal doctor's appointment, your video consultation will be private and confidential. It can only be seen and heard by the health care professional involved. The technology we use at GP Central is called **Doxy.me** - a global software powering telemedicine for millions of people worldwide. Find out more on their website - [click here](#).

The Doxy.me systems meet recommended standards to protect the privacy and security of your video consultations. All data is encrypted, and patient sessions are anonymous. Doxy.me uses the AES cipher with 128-bit keys to encrypt audio/video, and HMAC-SHA1 to verify data integrity. They adhere to HIPAA, PIPEDA, and GDPR data privacy requirements.

### **Which healthcare concerns can be addressed through a Video Consult?**

Video consults are convenient, time-saving and allow better overall access to healthcare. However their use is normally limited to conditions where a physical examination is not required.

Please do not book a video consult for any of the following symptoms:

- Shortness of breath
- Chest pain
- Severe pain
- Deep wounds
- Broken bones
- Severe burns
- Stroke symptoms
- Traumatic head injury
- Loss of consciousness
- Mental Health Crisis
- Severe headache