

Video Conferencing Guidelines

Updated: May 2025

Purpose and Scope

Purpose

This document outlines the Video Conferencing Guidelines for Doctors on Demand. Its objective is to clearly communicate the standards and expectations to all personnel, thereby formalising the practices necessary to ensure that patients and users receive the highest quality clinical and service from Medical Practitioners engaged by Doctors on Demand.

Scope

This policy applies to all Doctors on Demand personnel, regardless of employment status, including temporary staff, contractors, consultants, and third-party providers who may conduct video consultations via the Doctors on Demand platform.

This document is intended to be used in conjunction with the related policies, procedures and does not operate as a standalone resource.

Statement of Guidelines

Consultation Room

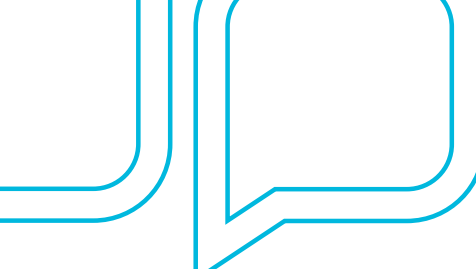
Ideally, all consultations should take from within a dedicated room, at an ergonomically designed workstation to support both practitioner comfort and professional presentation. Here are our best practice guidelines to consider when setting up a room for video consultations:

- I. Consultations should take place in a quiet, private room that is appropriate for clinical use. The environment should ensure that the consultation cannot be seen or overheard by unauthorized individuals, including through open doors, windows, or reflective surfaces such as mirrors
- II. The consultation room should feature neutral and unobtrusive décor to minimise distractions and maintain the patient's focus on the medical practitioner

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- III. The consultation room should be well-lit, with care taken to avoid harsh or high-intensity light sources, such as direct sunlight from a window. Optimal lighting is achieved using soft, bright illumination positioned behind the camera and facing the practitioner to ensure clear visibility
 - IV. Place a sign on the outside of the consultation room door, indicating that a video consultation is in progress. The sign should also request that entry is not permitted and that noise levels in the surrounding area be kept to a minimum to maintain a professional and disturbance-free environment

Audio and Visual Quality

To ensure optimal audio and video quality during video consultations, please refer to the following best practice guidelines:

- I. Pre-test audio and visual quality at the start of your shift
- II. Ensure your internet connectivity is optimal
- III. The camera should be set at the ideal height and angle to get the practitioner's head in the centre of the screen
- IV. Use of a headset and microphone is recommended for optimum sound quality and to reduce background noise for the patient

Personal Appearance

The medical practitioner should be dressed in a professional manner.

General Etiquette

The practitioner should approach video consultations with the same level of professionalism and clinical rigour as face-to-face appointments. Communication should be clear, with speech delivered at a slightly slower pace to ensure understanding. At the outset, the practitioner must introduce themselves by name and professional title, and confirm the patient's full name, address, and date of birth for identification purposes.

The structure of the video consultation should mirror that of an in-person consultation, including appropriate clinical documentation and note-taking. Mobile phones should be silenced or switched off to avoid interruptions. At the conclusion of the consultation, the practitioner should summarise the key points discussed and clearly outline any agreed-upon actions, specifying responsibilities and expected timeframes.

Responsibility

The Governance and Programs Manager has direct responsibility for maintaining these guidelines and providing advice on implementation.