

Online Virtual Consultations - Consultant Dermatologist

Dr. Geraldine Morrow

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Dear Sir/Madam,

You have requested a consultant dermatology consultation with Dr. Geraldine Morrow. It has previously been our practice that these consultations would take place in a face to face clinic setting. Due to the current coronavirus pandemic, we now consult mainly by video conference .

This is to follow Health Authority guidelines on social distancing to reduce spread of coronavirus and to protect patients and staff and also many of our clients have found it efficient and more convenient than attending the clinic..

While there are limitations to the virtual video clinic, we will endeavour to see as many patients as possible in this manner, with the knowledge that it will not suit for all cases and some patients may be advised to attend in person, either now or post-pandemic crisis, or advised to attend a more appropriate clinician (e.g. Surgeon) if triage suggests this is required.

In accepting a virtual video consultation, you are giving consent that you appreciate the limitations imposed by the currently available technology.

The steps involved in the consultation are as follows:

- If you are a **new patient** to our practice, you will have now sent us details of your GP and information on your previous medical records including medication, allergies and investigations . It's Important, if you haven't done so already, to make sure you do send photos (taken with a digital camera or phone) of the condition in advance as the webcam will not give sufficient resolution for Dr. Morrow to advise on. You can also upload any additional/updated photos for the appointment or **review appointment** from the upload link:(<https://www.geraldinemorrow.com/appointments-contact>). If you select this website upload link from your phone, you can then link any photos of the condition stored on your phone and upload them easily from there.

For your consultation, you will need to be resident in the Republic of Ireland and, to preserve your own confidentiality, you will need to be at a private location for your consultation.

- Once we receive the request by email/phone, one of our practice admin staff will contact you to schedule an appointment and after checking any transfer of documentation required and processing payment details, will create the appointment online for you.
- Payment for the consultation is made with a payment card at the time the appointment is being scheduled with the secretary. The appointment can be cancelled with full refund up to 48 hours before the consultation or refund (minus €50 cancellation fee) up to 2 hours before the consultation by emailing info@geraldinemorrow.com. No refund will apply if cancellation not made (by email) at least 2 hours prior to the appointment.
- You will receive a text message and/or email with the appointment details. You can use your phone or a computer with an active webcam and microphone. Within this message, you will find a link, which you can click on, either from your phone or laptop (at the time your appointment is due) to open the video consultation session. Don't worry if the doctor window is blank and the doctor does not appear immediately (there may be occasional delays of up to 10 minutes).
- You may need to (you will get a message from the app if you need to) check setting for your camera/phone - allow your camera/microphone in your browser : <https://help.daily.co/en/articles/3388632-unblock-your-camera-microphone-on-mobile-android-and-ios>
- On the phone (after you click on the link in the text message), you can choose to use the browser option to open the consultation.
- If there is any issue with the video consultation in terms of quality of connection, Doctor Morrow will call you directly on your mobile phone to continue the consultation.
- There will be a followup mail sent to you and your GP with details of diagnosis and any prescriptions and /or information leaflets (Make sure the secretary has your correct address). Please allow up to 3 working days for mailed receipts/prescriptions to arrive.

Note: Video quality may be an issue if you do not have good broadband or are not covered by a 3G/4G network and it might be wiser to opt for a telephone consultation.

If you do have an issue, it's best to email info@geraldinemorrow.com and you will receive a response immediately during working hours.