

# Get started with video consultation

In this guide, you can find information on how to attend a video consultation

## Step 1 – Log on to the app MinSP or minsundhedsplatform.dk with NemID

If you have not previously used [www.minsundhedsplatform.dk](http://www.minsundhedsplatform.dk), you will need to log on using NemID and accept terms and conditions. If you visit Min Sundhedsplatform with your Smartphone or tablet, you will need to download the app MinSP. You can find it in App Store or Google Play.

## Step 2 – Use Google Chrome, Edge, Firefox or Safari for your video consultation

To attend a video consultation, you can use one of the following internet browsers:

**Google Chrome, Firefox or Safari** for iPhone, iPad and Mac

**Google Chrome, Edge or Firefox** for other smartphones, tablets and computers.

Please notice that you cannot use Internet Explorer for video consultation.

## Step 3 – Test your camera and microphone prior to the video consultation

You can use either your smartphone, tablet or computer for your video consultation. Be sure that your camera and microphone are turned on, and the volume is turned up. Prior to the video consultation, you must test the function of the microphone and camera using the links below. Make sure to test it well in advance to the video consultation.

**Video consultation in Region Hovedstaden:** Test on <https://meet.regionh.dk/>

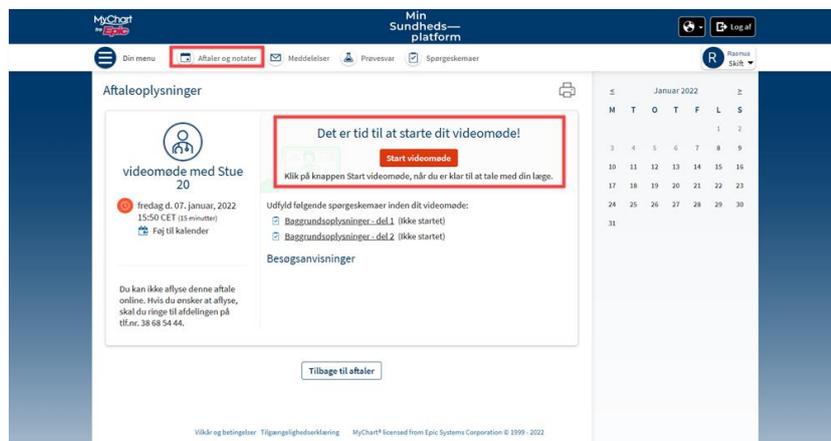
**Video consultation in Region Sjælland:** Test on <http://www.regionsjaelland.dk/videotest>

## Step 4 – Begin your video consultation

1. Find your video consultation under “Aftaler” in the app or on minsundhedsplatform.dk. Choose “kommende aftaler” – Click on “Detaljer”
2. Choose ”Start videomøde” – When the button turns orange and you will be able to click on it to begin your video consultation. Otherwise, the button will be grey and inactive.



The app MinSP



Minsundhedsplatform.dk

## Before the video consultation

1. Be prepared. Write down your questions beforehand.
2. Start your Smartphone, tablet or computer well in advance and at minimum 30 minutes before the video consultation.
3. If a relative is attending, agree on the person's role during the meeting beforehand.

## Tips for the video consultation

- Find a quiet place
- If you need to point out specific areas on your body, perform movements or actions, it is important to attend the meeting in a private setting
- Do not sit with the sun in the back and point the screen and camera away from the window
- Center yourself in the picture. If more people are attending the consultation, make sure that everyone can be seen.
- Speak slowly and clearly – consider your choice of words when children and young people are attending (foreign words)
- Consider taking notes
- If the video consultation is aimed at observing a child, you can with advantage use tablet or smartphone as it allows the healthcare professional to see the movements of the child.
- The child should always attend the video meeting unless something else has been agreed on.

## Hold video consultation

**When you begin the video consultation:** Initially, you will see a clock on the screen counting down for your video consultation. When the time is up, a welcoming message will appear on the screen until the healthcare professional enters the consultation. We will do our best to make sure the video consultation begins on time. However, waiting time may occur.

**Welcome:** The healthcare professional will welcome you and ask for your CPR number and name.

**Participation of relatives:** If more people are to attend the consultation, a separate link will be sent to them and they will be asked to provide their name and relation to you.

**Purpose:** Agree on the purpose of the video consultation and please let the healthcare professional know if there are anything, you wish to discuss.

**Video consultation with a child/young person:** If the child/young person wish to talk to the clinical alone, the 'alone time' will be agreed in the beginning of the consultation or has been agreed on prior to the video consultation.

**Speaking turns:** If there are several participants attending the video consultation, agree on how to avoid speaking at once. For example, by raising your hand.

**The time:** The healthcare professional will let you know when there are only 5 minutes left of the video consultation.

**Future agreements:** Before ending the video consultation, you will go through future agreements.

**Additional questions:** Ask the clinical how you can get answers to additional questions that you may have after ending the video consultation.

## Technical issues

- If the image freezes or you are having issues with the audio, try closing the video consultation and restart it again.
- If it does not work, the healthcare professional will call you and discuss an alternative way to complete the video consultation.

## Do you need help? Call the patient support

You can contact us Monday – Friday between 9.00-14.00 via phone number +45 31 90 83 64.