

With the growing popularity of **online video appointments** and **remote consultations**, many patients find themselves navigating a new healthcare experience. It's a convenient way to connect with specialists and clinicians without the need to travel, but it also comes with its own nuances to ensure you receive the best care possible.



One key moment in any remote consultation is the end of the appointment. It's here you gain clarity on *next steps after consult*, identify *who to contact afterwards*, and understand the *follow-up plan*. Knowing what questions to ask can transform your video consultation from a simple check-in to a fully informed health management session.

Why Clinician Qualifications Matter More Than Location

One common misconception about **remote consultations** is that they're somehow inferior to in-person visits because you're not physically seeing the clinician. However, what truly matters most is the **clinician's qualifications** and expertise rather than their physical location.

- Many NHS and private specialists in Merseyside and beyond offer both in-person and remote video appointments with the same quality and thoroughness.
- Check the clinician's credentials in advance—consult clinic websites or ask directly to understand their specialism and experience.
- Remember, the convenience of remote appointments doesn't diminish the seriousness or thoroughness of your consultation.

Tip:

Always ask, "Who exactly will I speak to?" before booking a remote consultation to avoid vague phrases like "consult with a specialist." Knowing the clinician's name and credentials adds peace of mind.

Remote vs In-Person Appointment: What's Different?

Knowing whether an appointment is genuinely remote or if you're expected to attend a clinic location is crucial. Some online location pages seem to imply a clinic exists physically in your area, but it might be a remote-only

consultation support centre or administrative address.

Aspect Remote Video Consultation In-Person Appointment Location From your home or workplace via video call
At a hospital, clinic, or private practice Clinician Interaction Via video/audio — sometimes with screen sharing for test results Face-to-face, physical exams possible Preparation Prepare symptoms notes, medication list beforehand
Can bring physical documents, samples, or aids for exam Follow-up Often involves email, online portals or phone contact May schedule next appointments on the spot

Important:

Don't book if the location isn't clear. Ask the clinic to confirm explicitly if the appointment will be online/video only or in person. This prepares you mentally and logistically.



Preparing Your Symptom Notes and Medication Lists for the Video Consultation

Preparation is key to a productive consultation, especially for remote ones where time and interaction are limited.

- **Symptom notes:** Have a clear, chronological list of your symptoms, including onset, severity, triggers, and any changes since you last saw a healthcare professional.
- **Medication list:** Include all prescription medicines, over-the-counter drugs, supplements, and relevant doses.
- **Questions you want answered:** Write these down beforehand and prioritise them so you cover the most critical first.

This checklist ensures nothing vital is forgotten during the consultation, helping your clinician make accurate assessments remotely.

The Essential Questions to Ask at the End of Your Video Consultation

At the end of your remote appointment, it's vital not to rush off without a clear plan. Here's a checklist of the **essential questions** to ask your clinician before concluding the session:

1. **What are the next steps after this consult?**

- Will there be any tests, referrals, or procedures?
- Do I need to book another appointment?

2. Who should I contact if I have questions or concerns later?

- Is there a specific nurse, administrator, or clinician for follow-up?
- What is the best way to contact them? (phone, email, patient portal)

3. What is the follow-up plan?

- When will I get results or feedback?
- Are there warning signs that require urgent attention?
- How will ongoing monitoring be conducted (remote or in person)?

4. Are there any medications or lifestyle changes recommended?

- What are the side effects I should be aware of?
- Should I continue or stop any current treatments?

5. Can you clarify anything that I found confusing during the consult?

Pro Tip:

Don't be afraid to ask your clinician to repeat or explain medical terminology in plain English. Remote consultations can sometimes feel rushed, [clickliverpool.com](https://www.clickliverpool.com) and it's important you understand everything.

How to Ask Questions During and After the Remote Consultation

It's not just what you ask at the end; questions throughout the video call are equally important to clarify points in real time. If you're unsure about something your clinician says:

- Pause and ask politely—"Could you explain that further?"
- Use the video chat's chatbox or notes app to jot down quick points if needed to follow up on later.
- Signal clearly when you have a question so the clinician can pause and address it.

After the call, some clinics provide secure messages or online portals to ask additional questions. If yours does, make sure you know:

- The timeframe in which responses can be expected
- What topics are appropriate for follow-up questions
- How to escalate urgent concerns

Summary Checklist: Questions to Ask at the End of Your Video Appointment

Important Question Purpose What are the next steps after consult? Clarifying follow-up actions and treatment plans Who can I contact if I have questions later? Knowing the right person and contact method for ongoing support What is the follow-up plan? Understanding timeline and monitoring process Are there any medication or lifestyle changes I need to make? Managing your treatment effectively Can you clarify anything I am unsure about? Ensuring clear understanding of advice and instructions

Final Thoughts

Remote consultations are growing in accessibility and convenience, but maximising their value means being prepared and proactive. Knowing **who exactly you'll speak with**, preparing your symptom notes, confirming appointment type, and asking clear, targeted questions about the *next steps after consult*, *who to contact afterwards*, and your *follow-up plan* can make all the difference in your healthcare journey.

Never leave a video consultation feeling rushed, confused, or without a clear plan. Your health deserves thoroughness, whether in person or online.