

Online video appointments and remote consultations have become an integral part of healthcare, offering convenience and accessibility like never before. However, many patients report feeling rushed or unheard during these virtual consultations. If you find yourself feeling hurried on a video call with your clinician, don't worry—you're not alone, and there are proactive steps you can take to ensure your concerns are fully addressed.

Why Clinician Qualifications Matter More Than Location

One common misconception is that in-person visits are inherently better than remote ones. The truth is that a clinician's qualifications, experience, and communication skills matter far more than the physical or virtual setting of your consultation.

Clinicians conducting video appointments should be just as qualified as those seeing you face-to-face. When booking your remote consultation, always verify:

- **Who exactly will I speak to?** – Confirm the clinician's name and their professional credentials.
- **Are they registered with the relevant professional bodies?** – This ensures you're dealing with a legitimate, trusted healthcare professional.
- **Do they specialise in my condition?** – Specialist experience can be crucial for accurate diagnosis and treatment plans.

Knowing your expert's credentials upfront gives you confidence and may reduce anxiety about remote care settings.

Understanding Remote vs In-Person Appointment Clarity

Remote consultations are different in many ways, not least because the clinician cannot physically examine you. This makes clarity about what to expect vital before your appointment. Unfortunately, some location or service pages are vague or even misleading, implying a facility exists when the entire service is remote-only, which can confuse patients about how and where the appointment takes place.

Before your video appointment, you should:

- **Confirm it is a video or telephone consultation, not in-person.**
- **Check how long the appointment is scheduled for** and be prepared to make effective use of the time.
- **Ask if there are follow-up procedures or additional fees** for prescriptions, tests, or reviews related to the consultation.

Having this information reduces surprises and helps set realistic expectations, so you can better advocate for your time during the consult.

Preparing Symptom Notes and Medication Lists

One of the best ways to counteract feeling rushed is thorough preparation. Remote consultations can feel more transactional if you don't have clear notes ready. Taking time before your appointment to prepare detailed symptom descriptions and medication information will allow you to communicate your health concerns succinctly and clearly.



Creating Effective Symptom Notes

1. **List your main symptoms:** Be specific about when they started, how often they occur, and their intensity.
2. **Note any triggers or relief factors:** Does anything make your symptoms better or worse?
3. **Mention any recent changes in your health:** New diagnoses, hospital visits, or treatments.

Compiling Your Medication List

- Name of each medication, including dosage and frequency.
- Any over-the-counter or herbal remedies you are taking.
- Notes on any side effects or concerns with your medications.

Having these notes ready on your computer or printed out will help you stay focused during the conversation and ensure no key details are omitted.

How to Ask More Questions and Request Plain Language

Feeling rushed can sometimes make patients hesitant to ask questions. However, it's vital to remember that you are entitled to a clear explanation and the time you need to understand your health.

Here are some tips on asking more questions effectively during your video appointment:

- **Prepare your questions in advance** - Write down anything you want to ask, prioritising the most important topics first.
- **Don't hesitate to ask for clarification or plain language** if medical jargon confuses you. Saying something like, "Could you please explain that in simpler terms?" is perfectly acceptable.
- **Speak up gently but firmly if you feel rushed** - For example, "I want to make sure I understand this fully; could we spend a little more time on this point?"
- **Use the chat or text functions** if your video platform supports it, to submit written questions that might be easier to track during a fast-paced session.

Remember that clinicians generally want you to be fully informed and should welcome questions as part of shared decision-making.

Confirming Next Steps After the Consultation

One of the most common frustrations after rushed video calls is unclear or missing follow-up information. Always end your appointment [More helpful hints](#) by confirming next steps clearly:

- **What will happen next?** – Will you receive a prescription, further investigations, or another appointment?
- **How will you get your test results or reports?** – Will an email, letter, or online portal update be used?
- **Who should you contact if symptoms worsen or if you have questions?** – Ask for a direct phone number or email and clarify available hours.
- **Is there any paperwork or forms you need to complete post-appointment?**

Here's a quick checklist you can use at the close of your video consult to avoid leaving without a plan:

Checklist	Item	Why It Matters	Confirm follow-up appointments or referrals	Ensures continuity of care	Ask about how and when you will receive prescriptions or test results	Prevents confusion or delays	Get contact details for urgent questions	Supports timely help if your condition changes	Request a clear summary of your care plan in writing	Improves understanding and future reference
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Final Thoughts

Feeling rushed during an online video appointment can be stressful, but remember that you have the right to a thorough and supportive consultation, regardless of whether it's remote or face-to-face. Preparing in advance, knowing who exactly you will speak to, and confidently asking questions will empower you to get the most out of your virtual healthcare experience.

Never accept vague promises of a "quick consult" without clarity on what that entails—your health deserves detailed attention. If you feel rushed, politely articulate your concerns, confirm next steps before ending the call, and follow up if needed. Your health and peace of mind are worth it.

For more advice on preparing for remote consultations and maximising your video appointment, stay tuned to our blog or contact our patient liaison team for personalised support.