

Herne Bay Medical Centre



Phone and Virtual Consultations

To ensure our patients and community are safe, we need to avoid groups, like people sitting in the waiting room. We believe the best way is to offer a dedicated phone and virtual consult service.

Situations will arise where the patient may need to be seen face to face. When you have contacted HBMC the receptionist will ask if you require a phone or virtual consult or is there a physical reason to attend the practice? If you do need to see the doctor face to face the receptionist will transfer you to a nurse, who will speak with you then make you an appointment to see the doctor. On arrival you will be required to call the receptionist from your car, then the doctor will contact you.

FAQ

How does the virtual consultation work?

The receptionist will send you a text between 8-9am (if appointment is between these times you will receive the text the night before). Text example below

Hello, Jo, you have a virtual app with Dr Bulmer at 8am today. Please go to <https://doxy.me/room> 5-10 mins before app. Dr Bulmer will see you in the virtual waiting room, there may be a small wait. Herne Bay Medical Centre. NO TEXT REPLY

Privacy and security with virtual consultations

ALL data is encrypted, patient sessions are anonymous, the provider is doxy.me and they DO NOT store any information. Please be aware of where you are when having the appointment, that it is secure and a safe area for your privacy.

Is there a charge for phone and virtual consults?

The standard consult fee applies, we will email, text or send you an invoice, all forms will include our bank account.

We are currently investigating a pay online system.

How do the phone consults work?

1. Call to make an appointment
2. The doctor will call you at the time of your appointment

What if I need a face to face consult?

1. Call to make an appointment and inform reception you require a face to face appointment.
2. You may be put through to a nurse to check what is required (this is for your safety).
3. When you arrive at the practice please stay in the car and call the receptionist to let them know you have arrived.
4. The doctor will call you.

How do Virtual consults work?

1. Call to make an appointment and inform receptionist it is a virtual consult.
2. You will receive a text the evening before, or morning of your appointment (see example on the first page).
3. Click the link on your text and it will ask you to join doxy me, you will be asked to enter your name, doxy me will ask permission to use your camera and audio, click yes. You will then notice you are in a waiting room on your phone. The doctor will click on your link and the consult will start.