

Videoconsultation with clients through zwangerenportaal

The rapid spread of the coronavirus ensures that strict measures have been taken. Unfortunately, physical contact is strongly discouraged, which makes it very difficult to have a consultation during pregnancy in its current form.

Videoconsultation in a secure environment

There are different ways to make video calls, the difference with video calling via the Pregnancy Portal is the secure environment. During a consultation it is about private information, it is important that the video consultation takes place in a secure environment, just like in the practice.

What will the midwife do?

In the client file, the midwives press a **“Video Consult”** button. For example, a session with a client is started

Wat does the client have to do?



1. It is important to be registered at the “zwangerenportaal”:
<https://id.zwangerenportaal.nl/>
2. Log on into your zwangerenportaal. Click on the top of the page on the right side on “Inloggen” en then on “Ik heb al een account” and log on with your userID and password
3. You’ll see this screenshot, click on “VIDEO CONSULT”.
4. Het consultation will be started by the midwife.

Desktop and mobile devices

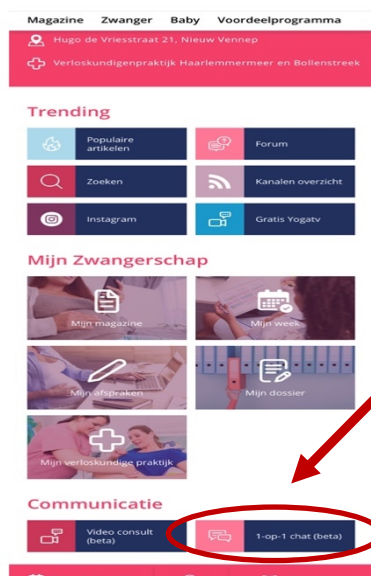
In addition to desktop, the video consultation is now also available for mobile users. Some phones will require a free app to be installed in order to do the video consultation. The video consultation is **not supported** with a **Safari browser** on a Mac & **Internet Explorer** on Windows.

Tips for an optimal video consultation

It is important during a video consultation that both the client and the midwife are clearly visible and that the communication runs smoothly. The following tips can help:

- If possible, make sure you are in a **bright room**. Sit **facing the light**.
- Make sure your laptop is properly positioned so that you are clearly visible. Is this not yet the case? Then put your laptop on top of something.
- Choose a **quiet room**, preferably use a headphone, especially if there is a chance of background noise. Provide a quiet background.
- Make sure your laptop is stable by placing it somewhere and try not to walk around with it
- Check that your laptop is properly charged, so that the device remains on during the entire conversation
- If you are using a macbook or iMac, you must restart Chrome after you have been asked to give access to your microphone and camera.
- Provide good Wi-Fi, use 4G if you have a large bundle. Fast internet is not necessary, stable internet is more important. Internet via a **network cable** is better than via Wi-Fi or 4G.
- Press the icon with the microphone if you want to temporarily switch off your microphone.

Chatmessage via zwangerenportaal



In addition to the video consultation, it is now also possible to send the midwife a chat message. You do this with the button next to it, the button **“1-op-1 chat”**.

Click on this button and you can start a chat conversation with your midwife (not for urgent matters, please then call our emergency number!)

The moment we send you a chat message you will receive a notification by email.