

Video appointments

Information for patients and carers on how to make a video call

You have been offered a video appointment.



This is **instead of** visiting the hospital for your next appointment.

This leaflet will tell you how to make a video call.

What do I need to make a video call?

- A mobile phone, computer, laptop or tablet (for example, an iPad) that is less than three years old



- A good internet connection



- A private, well-lit area where you will not be disturbed

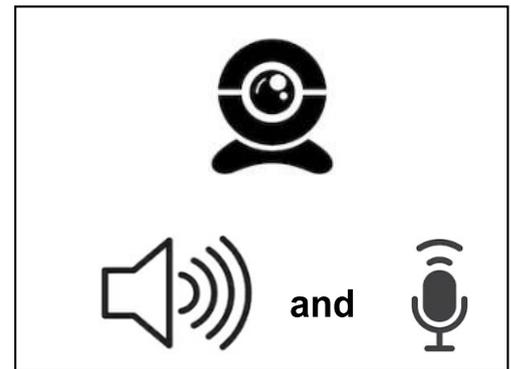


- The right internet browser:

- Google Chrome (available on laptops or Android phones)
- Safari (available on Macs and iPhones)

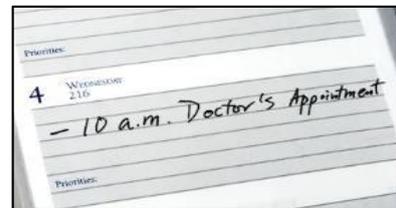


- Web camera, speakers and microphone – this will usually be part of your mobile phone or laptop.



How will the appointment be arranged?

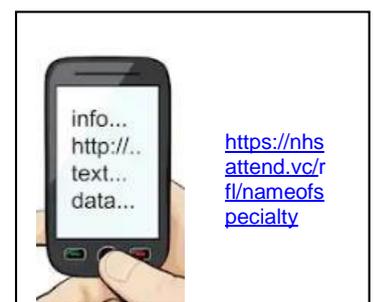
- Your next appointment will be arranged as normal.



- Before your appointment, we will send you a text message reminder.

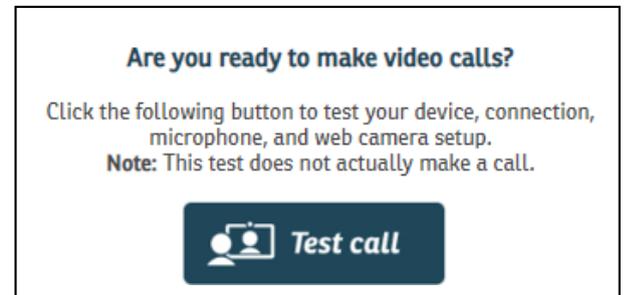


- This will also have the web link for you to click to join your video appointment – please try to join your appointment 10 minutes early.



What do I need to do before my appointment?

- Make a test call with the mobile or laptop you will be using for your appointment.



- Do this the day before your appointment.



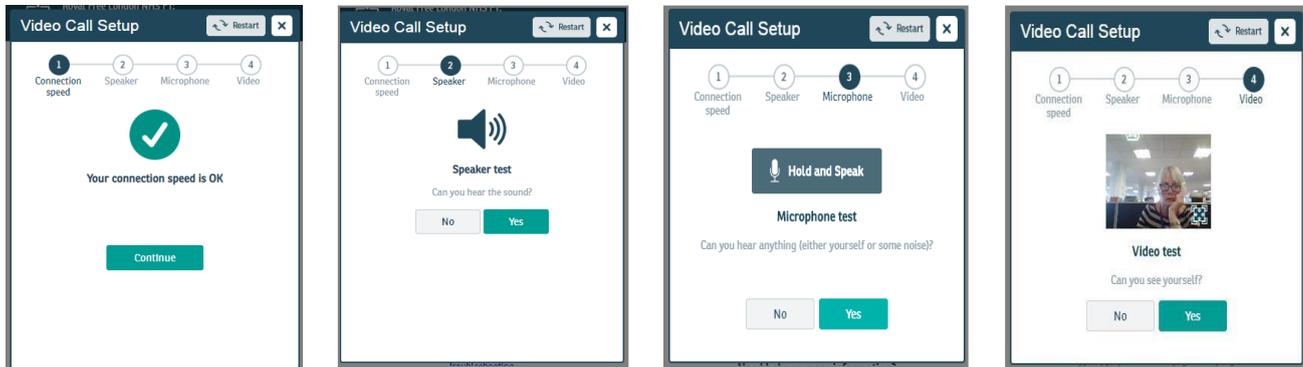
- Copy the link in your appointment letter into Google Chrome or Safari.



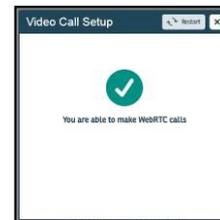
- If you have a text reminder, you can click on the link in the text.



- Choose 'Test call'  and follow the instructions on each screen.



- At the end, it will tell you that you can make video calls.



- If the test does not work, call the number on your appointment letter /email/ text and tell them. They will arrange for a doctor to call you at your appointment time instead.

What do I do at my appointment time?

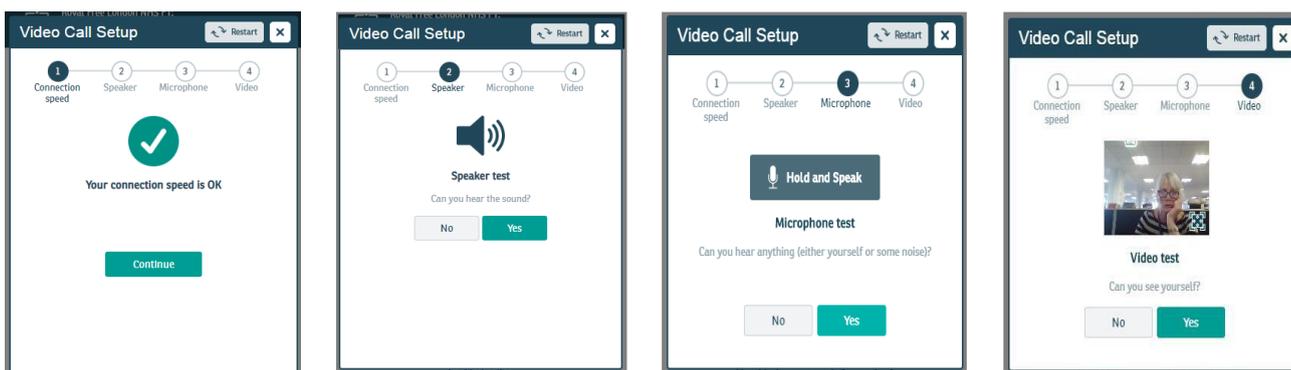
- Please find somewhere quiet and private.



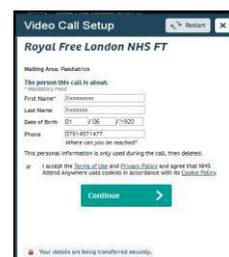
- 10 minutes before your appointment:
 - copy the link in your appointment letter into Google Chrome or Safari, or
 - click on the link in your text reminder.



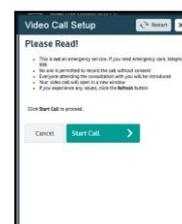
- Click on 'Start Call'  and follow the instructions on each screen.



- You will then be asked to enter some personal information and click on the tick box to accept the terms of use.



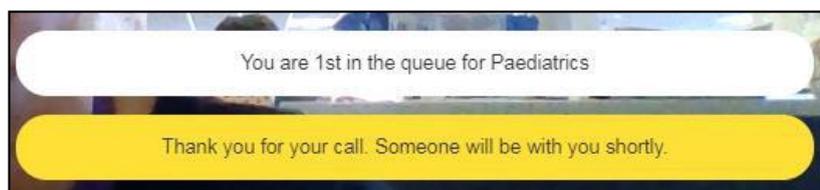
- In the next screen, click on the "Start" button.



- You will then join the video appointment waiting room.



- You will see and hear the message **“Thank you for your video call. Someone should be with you shortly”**.



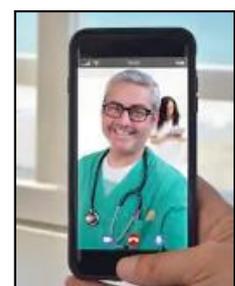
- Please wait for your doctor or nurse to join the video call.



- If your doctor or nurse is very busy, they may be late. Please don't worry; they will join the video call when they can. This may take up to 40 minutes.



- When your nurse or doctor joins, they will introduce themselves and ask you for your name, date of birth and postcode.



- After your appointment your doctor or nurse will send a letter to your GP and any other specialists involved in your care. They will also send you a copy.

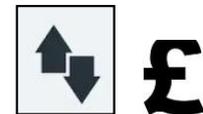


How much will it cost me?

- Nothing if you use WiFi.



- If using the internet on your phone, check your phone plan to make sure you have enough data.



Top tip: If you can, connect to a home or work WiFi network to avoid using your mobile phone data allowance

What if the video call doesn't work?

- If on the day the video call does not work, your doctor or nurse will telephone you if they can't find you in the video waiting room.
- If the quality of the call is not good enough (eg the sound or video does not work, or there is an echo) your doctor or nurse will call you instead.



More information

For more information about video appointments, please visit our website:

www.beh-mht.nhs.uk/video-consultations