

# Attending your appointment via video



## Barnet, Enfield and Haringey Mental Health NHS Trust

At Barnet, Enfield and Haringey NHS Trust we are embracing new innovative ways of service delivery. This means, where practical, you can now attend your consultation online via a video call link. The video call is as convenient as a phone call. It offers the same value as a face to face consultation and will save you time and money whilst you attend to your care at home.



Where do I go to attend my appointment?



Go To: [www.beh-mht.nhs.uk/video-consultations](http://www.beh-mht.nhs.uk/video-consultations)

Instead of travelling to your hospital appointment, we have made it easy for you to attend an online virtual clinic.

Your healthcare professional will contact you to notify you if you want this service. You can opt out of this type of service at any time. You do not need any accounts and the information is not recorded or stored. You simply join a waiting patient room until the clinician is ready to join you.


### ✓ What do I need to make a video call?


#### ✓ **A good connection to the internet**

If you can watch a video online (e.g. YouTube) you can make a video call

#### ✓ **A private, well-lit area where you will not be disturbed** during the consultation

#### ✓ **A supportive browser:**

 Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone

 Safari web browser on an Apple iMac, MacBook, iPad, or iPhone

#### ✓ **Web-camera, speakers, and microphone** already built into laptops or mobile devices



### Is it secure?

Video calls are secure and encrypted; your privacy is protected throughout the process and you will have the option for others to join you on a call, if necessary. You have your own private video room that only authorised clinicians can enter into online.



### How much does a video call cost?

The video call is free (except for your internet usage). If you go over your monthly data allowance you may incur charges.



### How much internet data will I use?

You don't use any data while waiting for a clinician to join you. Data usage begins from when the health professional joins you.

A video call uses a similar amount of data usage to Skype® or FaceTime®.

### Smartphone & tablet users



If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See over for more information on how to make a video call.

## Get ready to make video calls

Make sure that you use one of the following web browsers:



### Google Chrome

Windows 7+, Android 5.1+,  
MacOS 10.11+



### Apple Safari

MacOS 10.12+, iOS 11.4+



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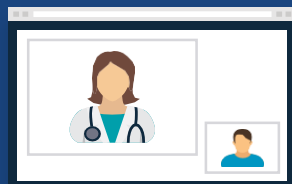
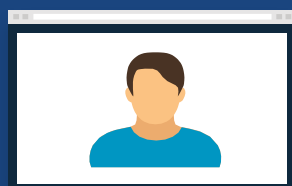
1

On this webpage, click the **Start video call** button and follow instructions



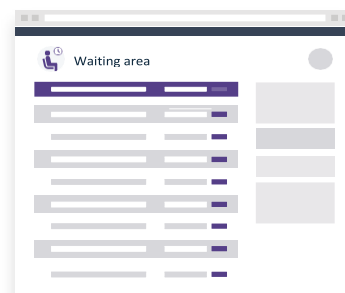
2

Wait in your own private video room



3

Your healthcare professional sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready



What do I do if something is not working?

- Go to [nhs.attendanywhere.com/troubleshooting](http://nhs.attendanywhere.com/troubleshooting)

### More information

Visit: <https://nhs.attendanywhere.com/callers>