

# Attending Your Video Appointment

[ the name of the service ]

[ the link to the virtual waiting area]

## Video Appointments:

Where appropriate, you can attend your consultation online via a video call. Video calling is as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money, and brings your care closer to home.

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

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

- A good connection to the internet (Eg. You can watch a video on YouTube or use Skype).
- A private, well-lit area where you will not be disturbed during the consultation.
- 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. These can be 'built' into the device or separate.



## Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.

## How much internet data will I use?

You don't use any data while waiting for a clinician to join you. An Attend Anywhere video call uses a similar amount.

## How much does a video call cost?

The video call is free (except for your internet usage).

See over the page for more information on how to connect to your video appointment.

## Web browser required:

### Google Chrome

Windows 7+, Android 5.1+,  
MacOS 10.11+

### Apple Safari

MacOS 10.12+, iOS 11.4+,  
iPadOS 13+

## Joining your appointment:

Please use the following URL to attend your appointment and join the virtual waiting room:

### [ the link to your waiting area ]

On this web page, click the **Start video call** button and follow instructions.

Wait in your own private video waiting room.

Your healthcare provider sees you arrive in the waiting area queue and joins you in your video room when they are ready.

## Top tips:

We recommend you practice joining the waiting room and test your equipment before your appointment time.

Please join the virtual waiting room prior to your appointment time.

During your consultation you can withdraw consent at any point and close your web browser.

We request that you respect our information governance procedures and do not record consultations.

## What do I do if something is not working?

Please visit the following webpage:

<https://nhs.attendanywhere.com/troubleshooting>

