

Patient top tips for a successful virtual consultation

Pre-Appointment / Technical checks

A member of the clinic team will send a link for you to access the consultation either via letter, email or text.

Double check all the technology is working, and you have appropriate equipment.

Have your contact number available, as the clinician may need to call you on the telephone/mobile should video link fail.

Ensure the room you will be using is quiet, well-lit and you will not be disturbed.

Open the internet on your phone/laptop/tablet and type the URL from your letter into the address bar at the top

If you have the URL in an e-mail or text message, click the link which will take you to the Attend Anywhere page.

Use the "Test my equipment" tool to check your equipment is ready for the call

Android users may experience some connectivity issues when accessing the system via 4G. We recommend you use your Android phone but ensure it is using your home WiFi connection.

Starting the Virtual Consultation

When the clinician is ready, they will call you into the consultation

The clinician will check the video link is working e.g. "Can you hear me?" "Can you see me?"

Introductions: The clinician will introduce themselves (and anyone else in the room) and will ask you to do the same

The clinician will explain how the virtual appointment works and how long it is likely to last. The video consultation is very similar to a face to face appointment

If the video link fails, or the quality of the virtual call is poor the clinician may need to call you instead, so will ask for a contact number before they begin.

You don't need to look at the camera, looking at the screen is fine.

During the Virtual Consultation

During the appointment the clinician may need to make notes or access information on another screen, so it may appear their attention is diverted, however they will let you know when this happens and explain what they are doing.

If the video communication becomes blurry or poor, press the '**REFRESH**' button at the top of the screen, it usually solves most problems.

Ending the Virtual Consultation

The clinician will provide a summary of the appointment:

- As in your face to face appointment, the clinician will let you know the next steps e.g. a follow up appointment and tests.
- The clinician will ask if you would be happy to use a virtual consultation again and your preference for future contact.
- The clinician will confirm the appointment has ended and say goodbye.
- You will be asked to complete a feedback survey following the call on how you have found the clinic experience. You will automatically be directed to the survey page at the end of the call.