Video consulting with your NHS



A quick guide for patients



Why choose it?



What you need



A charged up computer, tablet or smartphone with a built in camera and microphone



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A good internet connection

Produced by Please turn over OXFORD Funders Contributors he Design NIHR National Institute for Health Research HIGHER EDUCATION **Barts Health** Health heit Science Foundation **NHS Trust** wellcome

Setting up



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Starting the video call

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Start the video call software a few minutes before your appointment, you may have been given a link to click on

The consultation



Look at your doctor or nurse's face on screen whilst you're talking, there is no need to look directly at your camera



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You may be asked to

confirm your date of birth and a phone

number so we can call

you if you get cut off

If all goes well, the call will feel like a face to face appointment



Your doctor or nurse

when they are ready

will join you or call you

If you want to show us something, like where it hurts, you can try to use the screen camera

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Say hello or wave to

your doctor or nurse

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If something goes wrong and you get disconnected, we'll phone you instead

Ending the video call



Ask us any questions you like before you go



We'll arrange your next video appointment, prescription or a face to face visit



We'll say goodbye before we go



You can leave your feedback to help us make future consultations better