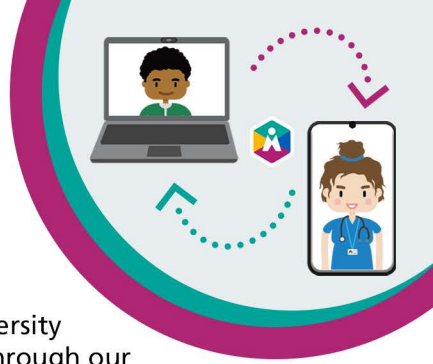


MFT video appointments

Video consultations are a safe alternative to in-person appointments. They allow you to attend your appointment in a relaxed and familiar setting, whilst also cutting down on travel time and costs.

Best of all, video appointments at Manchester University NHS Foundation Trust (MFT) can now be accessed through our online patient portal and mobile app: 'MyMFT'.



What you need to know about video appointments at MFT

MyMFT will launch on 8th September 2022

If you have a video appointment that takes place after 8th September and you have not yet set up a MyMFT account, you will be sent a direct link to your video appointment.

This link will be sent by text message or email before your appointment.



MyMFT

No matter which of our 10 hospitals you attend, MyMFT will give you fast and secure access to your MFT hospital health information, including appointment details, results, and clinical letters.

Find out more at www.mft.nhs.uk/MyMFT

What do I need to make a video call?

For the easiest experience you'll need the MyMFT web portal - available on your internet browser and for both Android & Apple mobile devices.

- A good, reliable internet connection.
- A private, well-lit area where you will not be disturbed during the consultation.
- A computer or smartphone with Google Chrome or Safari web browser.
- A web camera, speakers and a microphone (most devices have these built in).

Are appointments secure?

Yes, video calls are secure, and your privacy is always protected. During your consultation, you will be allocated your own private video room - one that only you, your caregivers and your medical professionals can enter.

How much does it cost?

Yes, your video appointment is free. However, you may be charged for internet usage by your provider.

Your video consultation has now been booked.

Here's how to attend...

Please read these instructions at least 24 hours before your video appointment and set up your MyMFT account before your virtual appointment.

A minority of services will NOT require patients to use MyMFT for video appointments. You may be provided with a direct link to your video call. This will be made clear to you by your practice or clinic and they will be able to support on joining the call.

Have you accessed MyMFT before? If so, please skip ahead to Step 3.

- 1**
 - On a Desktop PC or laptop you can access MyMFT on the Chrome or Safari web browsers, by visiting: my.mft.nhs.uk
 - On a smartphone or tablet device you can download MyMFT by searching "MyChart" on your mobile app store and downloading the app.
 - Once you have the MyChart app on your device, open the app and select the Manchester University NHS Foundation Trust logo to launch MyMFT.
- 2**
 - Enter the MyMFT activation code in your appointment letter, or sent separately, on the portal when asked. If you have not received an activation code, select the 'sign up now' option.
 - You will now be asked to complete your account setup by filling in some basic details, including your NHS number.
- 3**
 - 'eCheck-In' for your video consultation. You can do this as early as seven days before your appointment. 'eCheck-In' will appear on your MyMFT home page, under the heading 'New Video Consultation' or 'Follow-up Video Consultation'. Select the green eCheck-In button.
 - You may be asked to fill in a pre-appointment questionnaire to provide information on your current health issues.
- 4**
 - 15 minutes before your appointment time, find the 'New Video Consultation' option on the MyMFT homepage and select 'View Details'.
 - Under 'Get ready for your visit', click 'confirm'. This will let us know that you have arrived.
- 5**
 - Now select 'Join video visit'. You will enter a video waiting room to until your clinician joins the call, and your appointment begins.

If you have any questions about your video appointment, please contact your clinic / practice. You can find the contact information for your clinic on your appointment letter.