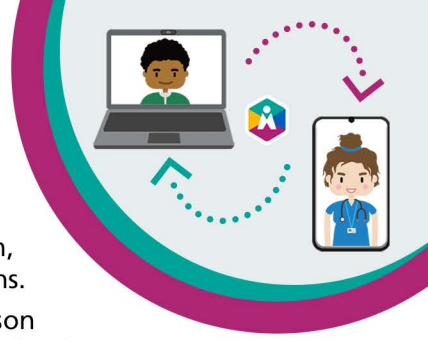


Guidance on your upcoming MFT video appointment

You have been booked onto a hospital video appointment, which means that your appointment will take place over a live video call with a clinician. During this call, you will be able to see your clinician, have a conversation with them and ask any questions.

Video appointments are a safe alternative to in-person appointments, allowing you to attend your consultation in a setting that is convenient for you.



There are two ways you can join your appointment:

1. By following the **website link** sent to you by text message or email on the day of your appointment.

To join your video consultation, click the link or copy and paste it into a web browser. We recommend doing this at least 10 minutes before your appointment.

OR

2. By signing up to our patient portal: **'MyMFT'**, which allows you to view your medical information; see any recent or upcoming appointments; receive test results and join your video appointments.

All patients can sign up for a MyMFT account. Instructions on how to sign up and join video appointments can be found overleaf.

We will know if you have signed up to MyMFT and you will only receive a weblink to join the appointment if you haven't.

For more on MyMFT and its features including managing a dependent's care with Proxy Access, visit www.mft.nhs.uk/the-trust/mymft

For help with signing up or accessing MyMFT, call us on **0161 529 6000**.

What do I need to join the video appointment?

However you choose to access your video appointment, you will need:

- A good, reliable internet connection.
- A private, well-lit area where you will not be disturbed.
- A computer, tablet or smartphone with Google Chrome or Safari web browser.
 - Mobile users: please download the Microsoft Teams app from your app store.
 - Desktop users may be prompted to download MS Teams. This is optional.
- A web camera, speakers and a microphone (most devices have these built in).

Are appointments secure?

Yes, and your privacy is always protected. Your consultation will take place in your own private video room, which only you and your caregivers can access.

How much does it cost?

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 first visiting: www.mft.nhs.uk/the-trust/mymft
 - 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**
 - Once your MyMFT account is active you will be able to '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
- 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. Please note that it may take between 10-20 seconds for the call to connect and for your appointment to begin.

If you are unable to access an appointment due to technical issues, the clinical team may attempt to reach you by phone.

If you have questions relating to your clinic appointment please call the contact number listed on your appointment letter.

