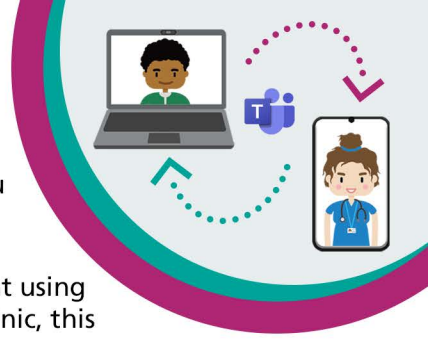


Attending your upcoming MFT video appointment

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

You will be able to join your MFT video appointment using a link sent to you in advance. Depending on your clinic, this link may be sent to you...

-  By text message  By email  In the MyMFT app/ patient portal



Here's what you'll need to attend your video appointment:

Your MFT video appointment will be held on **Microsoft Teams**. Teams is a secure video messaging system and you will not need to create a Teams account to join your appointment.

If you are joining your video call using a smartphone or tablet device then you must have Microsoft Teams installed to attend. Search "Microsoft Teams" in your device's app store to install the app. Note that **desktop/ laptop users will not need to download Teams** to join the appointment.



Did you know? By signing up to our app/ patient portal: **MyMFT**, you can join your video appointments straight from the portal itself and even test your connection before joining.

To learn more about MyMFT, visit the link below or **search "MyChart" in your device's app store**.

www.mft.nhs.uk/the-trust/mymft/ 

You'll also need:

- A private, well-lit area where you will not be disturbed.
- A good, reliable internet connection.
- A computer, tablet or smartphone.
- A web camera, speakers and a microphone (most devices have these built in).

Are video calls secure?

Yes, and your privacy is always protected. You will have a 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.



Manchester University
NHS Foundation Trust

Here's how to join your video appointment...

Please read these instructions at least 24 hours before your video appointment. Just like in-person appointments, delays are possible and we thank you for your understanding.



Joining without a MyMFT account

- You will receive a link to access your video call 24 hours before your appointment by text message or email.
- Please join the video call 5 minutes before your appointment start time.
- Click this link to join the call. This will open a web page with Microsoft Teams (computer users) or the Teams app (smartphone and tablet users).
- You will be placed in a digital waiting room until your clinician joins. It may take up to 20 seconds for the appointment to begin.

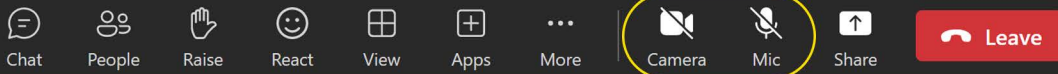


Joining with a MyMFT account

- Users with MyMFT can 'eCheck-In' for video appointments on the MyMFT home page. You can do this up to seven days before your appointment.
- Select 'eCheck-In' to fill in any pre-appointment questionnaires and provide details of your current health issues.
- 10 minutes before your appointment, find the 'Video Consultation' option on the MyMFT homepage and select 'View Details'.
- Under 'Get ready for your visit', click 'confirm'. This will tell us you've arrived.
- Select 'Join video visit'. This will open a web page with Microsoft Teams (computer users) or the Teams app (smartphone and tablet users)
- You will be placed in a digital waiting room until your clinician joins. It may take up to 20 seconds for the appointment to begin.



Troubleshooting tips



! During your call, your camera and microphone may be turned off by default. Click the relevant buttons in the top menu to turn these options on.

! If technical issues mean that you cannot join a video call or your call is interrupted, then your clinician will attempt to contact you by phone.

! For appointment-related queries, please call the specialty/ department number listed on your appointment letter.