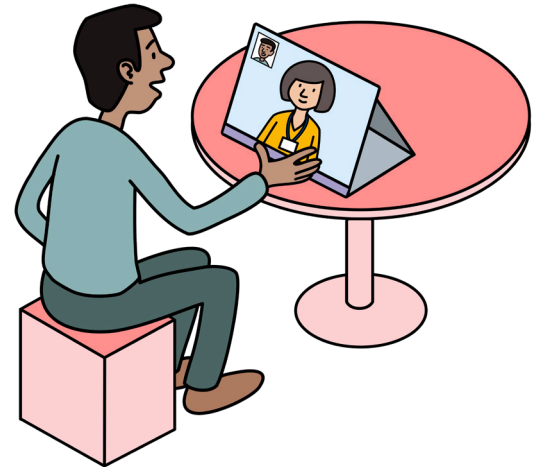


# Video consulting with your NHS

A quick guide for patients



## Why choose it?

You can still have NHS appointments if you are social distancing or isolating

We can see how you are

It can save you stress, time and money

Calls are safe and secure

## What you need

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

A quiet, well-lit place where you won't be disturbed

A good internet connection

Produced by



*Please turn over*

Funders



Contributors



## Setting up

1



We will send your appointment time and information you'll need to access your appointment via email, text message or letter

2



We may send you a text message reminder

3



Make sure you're familiar with the software before your appointment

4



Make a list of questions or issues before the call to help you get the most from your consultation

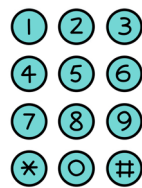
## Starting the video call

5



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

6



You may be asked to confirm your date of birth and a phone number so we can call you if you get cut off

7



Your doctor or nurse will join you or call you when they are ready

8



Say hello or wave to your doctor or nurse

## The consultation

9



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

10



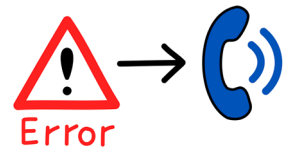
If all goes well, the call will feel like a face to face appointment

11



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

12



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

## Ending the video call

13



Ask us any questions you like before you go

14



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

15



We'll say goodbye before we go

16



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