

Overview

Video consultation calls allow you to talk to your clinician using video technology on the internet from a computer, tablet or smartphone.

Video consultations are offered through the platform '**Attend Anywhere**'.

1 What do I need to get set up?

- ❑ An up-to-date device that connects to the internet:
 - *PC, Laptop, Tablet, or Smartphone*
- ❑ Latest version of browser: *Apple Safari, Google Chrome or Microsoft Edge*
- ❑ Microphone, speaker and camera built into or connected to device
- ❑ Stable internet connection (check recommended speed [here](#) please expand section 'Internet Access' for more information)

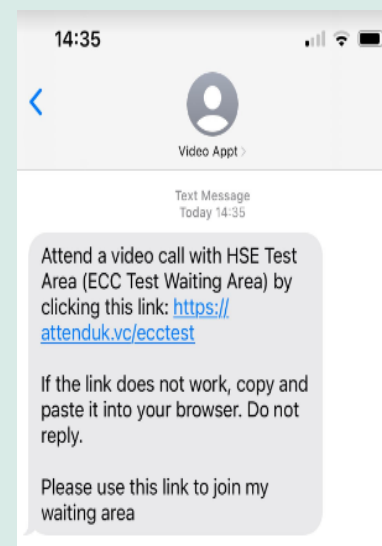
2 Pre-consultation Information

- Before your scheduled appointment, we recommend [making a test call](https://attenduk.vc/testcall) at <https://attenduk.vc/testcall>
- Please join the appointment link up to 10 minutes before your scheduled appointment
- If you have not received or misplaced the link to your appointment, please contact your clinician

3 Accessing Attend Anywhere

- Use a fully charged device
- Choose a brightly lit part of the room
- Make eye contact
- Speak in your normal voice

1. Click on the **link** your clinician sends you either through text or email. This will open Attend Anywhere on your browser.



2. Once you have clicked the link, please provide the following;

- First and last name
- Telephone
- Date of birth

3. Your clinician will admit you when the video consultation is about to begin



YOU'RE NOT ALONE

4 Tips and Information for Video Consultations

If you have technical issues during your video consultation, your clinician will understand and support you.

At the start of your appointment your clinician will ask you if you are happy to proceed with the video consultation and they will ask for your exact location / telephone number in case of an emergency.

Tip: *If you can, connect to a wifi network to avoid using your mobile data.*

Tip: *To fix common problems, reload the page in your browser.*

5 Your Privacy

Privacy Checklist

- Video consultations are safe and secure.
- Informed consent must be given before the call.
- Calls are not to be recorded without consent of all attendees.
- **Note:** It is advised is to not join a video consultation using a “free” or “public” Wi-Fi as you can be targeted by malicious cyber attacks, please use your home internet connection or mobile hotspot.
- **Note:** There is no need to create an account.

6 Benefits & Considerations of video consultations

Benefits

- Improves access.
- Less travel / Less cost.
- Easier to organise – you do not need to get time off work etc.
- More convenient than face to face.
- Family members can join the call even if they are in a different location.

Considerations:

- Video quality may not be sufficient i.e. result of internet connectivity
- Video may not provide a comprehensive assessment

Your clinician will communicate with you if face to face appointments are more suitable and / or if additional assessments are required.

7 ALONE Support

Please contact us if you do not understand how a video consultation will work for you



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