

## **What is a video consultation?**

A video consultation is an appointment that takes place between a patient/service user and a clinician over video, as opposed to face-to-face or over the telephone. You will receive the same quality of care as you would in a face-to-face appointment

## **Why have I been offered a video consultation?**

UHS have offered Video Consultations since the COVID-19 pandemic. They can often be more convenient for patients, saving time and money and reducing the stress of travelling to appointments. This in turn can also mean less appointments being cancelled. It also means less pollution from travel, which helps the Trust to reduce our carbon emissions and creating a healthier environment which benefits us all.

## **What are the wider benefits of a video consultation?**

There are lots of benefits to using video consultations, including:

- Saving patients, their families and carers time and money by removing the need to travel to an appointment
- Giving patients the flexibility to have their consultations in a place that is convenient to them
- Reducing disruption to a patient's day, by reducing the amount of time they need to attend an appointment
- Reducing carbon emissions associated with travel
- Reducing the spread of infectious diseases such as COVID-19, by avoiding face-to-face contact

## **Do I have to have a video consultation?**

No. If you do not want a video consultation, please let the team know when they call to book. If you change your mind after booking, please contact the number at the top of your appointment letter to rearrange your appointment. You are able to stop the video consultation at any time if you change your mind during the appointment or feel uncomfortable having a video consultation.

## **How do I attend an outpatient appointment by video?**

Instead of physically travelling to the appointment and sitting in a waiting room, you will enter an 'online waiting room'.

## **What number will the appointment text messages come from?**

Messages are sent from the mobile number ending in 039092.

## **Can I invite a family member or carer into the video consultation?**

Yes. A benefit of this technology is that others can join your appointment, such as a relative, friend, guardian, or carer. If they are with you in person, just let the clinician know at the start of the appointment that you would like them to be present.

## **What if I need communication support to have an appointment? I speak another language, or I communicate using British Sign Language, I have a learning disability or I have another reason for needing support.**

Please let us know of any communication needs you may have prior to the appointment. You can also share the link to the appointment with another person or persons on the day.

## **How much does a video call cost?**

The service is offered free of charge. If you make your video call over a WiFi connection, your call will be free apart from what you already pay for your internet usage. If you make your video call using your mobile data, you may be charged extra by your network provider if you go over your data allowance. You should connect to WiFi where possible to avoid using your mobile data.

## **Will video consultations work on my phone, tablet, or computer?**

Video consultations are compatible with most devices. However, they may not work with some older devices.

They will work with the following:

- Windows: Windows 7 and later
- Mac: MacOS 10.10 and later
- Linux: Any x64 based system
- iPhone and iPad:
  - For Safari - iOS version 13.1 and later
  - For Chrome - iOS 14.5 and later.