

What are Video Consultations?

Having a video consultation means you will be seen by your doctor or other health professional via an online video call, instead of going to the hospital. Video calling is free and done through a website link, so there is no need to download an app or create an account.



If you and your clinician agree you are suitable, a video consultation may be arranged for you. If a video link is not possible, or the system does not work properly, we will call you by telephone.

Your Personal Information is Secure

Consultations are not recorded, and no personal data is stored on the Video Consultation system.

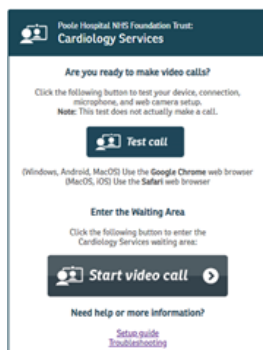
Where do I go to attend my video consultation and find out more regarding video consultation?

<https://www.rbch.nhs.uk/videoconsultation>

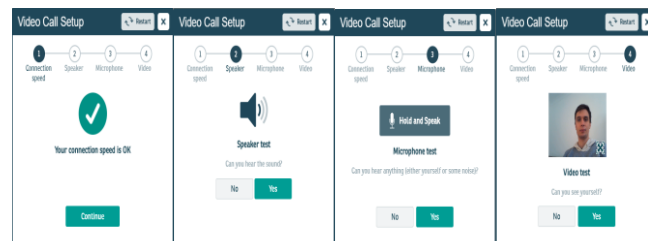
How to Join a Video Consultation

Step 1: Follow the instructions on your appointment letter or given to you during your telephone call, guiding you to the correct online waiting area.

Step 2: Click '**Start Video Call**' on the page. There may also be a '**Test Call**' button, this does not connect you to a real person but can be used to test your equipment in advance.



Step 3: Internet speed, speaker, microphone and video checks will be carried out. Click "**Yes**" or "**Continue**" to move through these. If asked, allow access to your microphone and webcam.



Step 4: Enter the name and DOB of the person the consultation is about; please include a phone number so that we can call you if there are any problems. Read and agree to the Terms and Conditions and click "**Continue**".

Step 5: Please read the information on the screen - we apologise that we cannot answer your call if you do not have an appointment booked.

Step 6: Click '**Start Call**' to enter the virtual waiting area. When ready, the doctor will start your appointment.

What Equipment Will I Need?



- A reliable internet connection (Wi-Fi or 4G)
- A laptop, tablet or smartphone with a camera, speakers and microphone.
- Google Chrome or Apple Safari browser.



What if Something isn't Working?

For help getting set-up or other issues, visit: <https://nhs.attendanywhere.com/troubleshooting>

If you experience poor video or sound quality during your appointment, click '**Refresh**' in the top right-hand corner of the screen.

Need to Cancel?

Your appointment letter will contain all of the details should you need to change your appointment.