

Attending your appointment via video

Where appropriate, you can attend your consultation online via a video call.

(Patients do have the option to decline a video appointment.)

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

Many Consultants already provide telephone consultations.

It can save you time and money, and brings your care closer to home. It could also reduce your waiting time on the day of appointment.



Where do I go to attend my appointment?



Go to: www.mtw.nhs.uk/service/video-consultation-appointments

Scroll down and click on your speciality link

Instead of travelling to your appointment, you enter the clinic's online waiting area.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

- ✓ What do I need to make a video call?
- ✓ A good connection to the internet
If you can watch a video online (e.g. YouTube) you can make a video call
- ✓ A private, well-lit area where you will not be disturbed during the consultation
- ✓ A modern Web Browser, preferably:
 -  Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
 -  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✓ Web-camera, speakers, and microphone already built into laptops or mobile devices



Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.



How much does a video call cost?

The video call is free (excluding your internet usage).



How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.



Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

Get ready to make video calls

For best access use one of the following web browsers:



Google Chrome

Windows 7+, Android 5.1+,
MacOS 10.11+



Apple Safari

MacOS 10.12+, iOS 11.4+

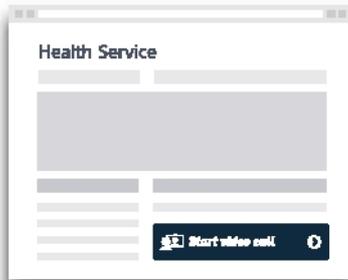


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On this webpage, click the **Start video call** button and follow instructions



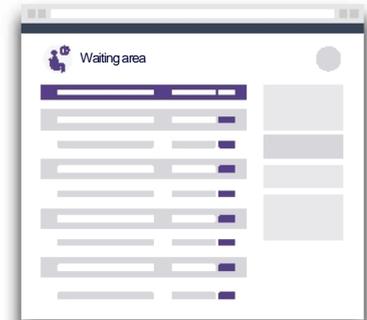
2

Wait in your own private video room



3

Your healthcare provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready



What do I do if something is not working?

- Go to nhs.attendanywhere.com/troubleshooting

More information