

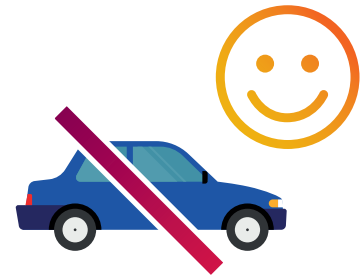
Benefits:



We can see how you are



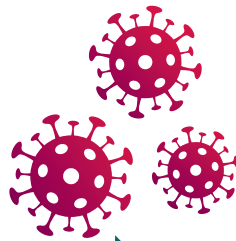
Saves you time and money



Reduces stress of travelling



Safe and secure



Avoids the risk of catching
healthcare associated
infections



Better for the
environment

What you need:



- ✓ A fully charged computer, laptop or smartphone with a built-in camera and microphone



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



- ✓ A good internet connection

CONTINUED OVERLEAF



Before your video consultation:



1 We will send your appointment time and information regarding your video consultation via SMS or email



2 You do not need to download any software before your video consultation



3 We may send you a SMS appointment reminder



4 Wear loose comfortable clothing that can be easily moved or rolled up if required



5 Make sure you are ready 5 minutes before your video consultation starts



6 You will only receive the link **at the time** of your video consultation

Starting your video consultation:



1 Click on the link to join the video consultation



2 You may be asked to give permission to use your camera and microphone before joining



3 Your healthcare professional will join you and introduce themselves



4 Confirm that you can see and hear your healthcare professional

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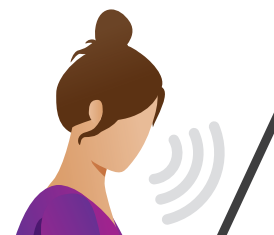
During your video consultation:



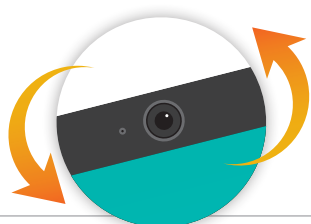
- 1 Look at your healthcare professional's face whilst talking to them, as you would normally



- 2 Keep both hands free by using something to prop up your device



- 3 Speak clearly towards your device so that you can be heard properly



- 4 Move the camera to show your healthcare professional an area or movement if necessary



- 5 If all goes well, the video consultation will feel like a face-to-face appointment



- 6 If something goes wrong and you get disconnected, your healthcare professional will call you instead

Finishing your video consultation:



- 1 Ask your healthcare professional any questions you like before you go



- 2 Your healthcare professional will discuss and arrange a follow-up appointment with you, whether telephone, video or face-to-face, if required



- 3 Your healthcare professional will say goodbye before they go



- 4 You can provide feedback of your experience via a link your healthcare professional can send via SMS after your video consultation

Care
Co-Ordination
Centre



If you have any **further questions** regarding video consultations with **Provide Community Partnerships**, please contact the **Care Co-Ordination Centre** on ☎ 0300 131 0111 or by email to ✉ provide.askus@nhs.net



Visit our website for more information and advice:
provide.org.uk