

Attending your appointment via video

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

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

It can save you time and money, and bring your care closer to home.



Where do I to attend my appointment



Go to: URL will be supplied when setting up your virtual appointment

Instead of travelling to your appointment, you enter the clinics 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 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.
- **One of these:**

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 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

How much does a video call cost?

The video call is free (except for your internet usage).

Smartphone and 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

Make sure that you are use one of the following web browsers

Google Chrome

Windows +, Andriod 5.1+

Apple Safari

Mac OS 10.12+, IOS 11.4+, iPadOS 13+



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