

# Attending your appointment by video

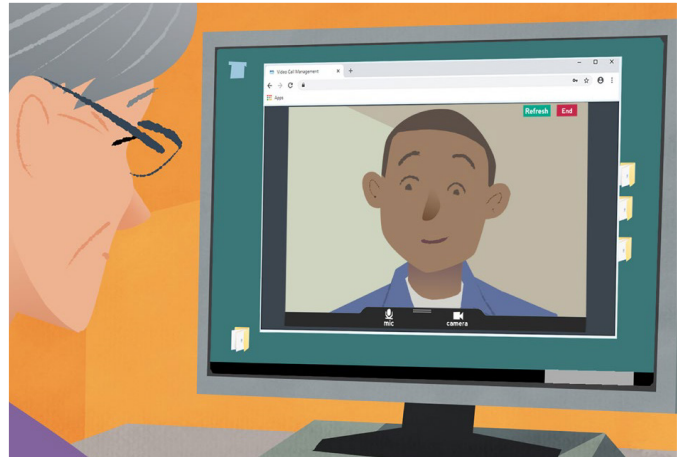
Enter the name of the service here

**Video calling is convenient and easy to use.**

Instead of travelling to your appointment, you will enter the online waiting area, using the link below.

The service will see that you have arrived, and a provider will join your call when ready. There is no need to create an account.

Video calls are secure and your privacy is protected.



## What do I access my video appointment?

- ✓ By entering [www.nhslanearme.org](http://www.nhslanearme.org) into your browser or scanning the QR code over the page, selecting

then click the link underneath

- ✓ By entering the direct link to your waiting area into your browser

## What do I need to make a video call?

- ✓ A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).
- ✓ A reliable internet connection (wired, WiFi or mobile data). If you can watch a video online, you should be able to make a video call.
- ✓ A private, well-lit area for your consultation, where you will not be disturbed
- ✓ Use the latest version of Chrome, Safari, or Edge for best video calling performance.



## What do I need to know?

### Is it secure/confidential?

You have your own private video room that only authorised providers can enter.

No information you enter is stored.

Calls are not recorded.

### How much does a video call cost?

The video call is free except for your internet usage.

**Tip!** If you can, connect to a Wi-Fi network to avoid using your mobile data.

### How much internet data will I use?

The video call doesn't use data while you are waiting for someone to join you.

After the call connects, it uses a similar amount of data to Skype® or FaceTime®

## How do I make my video call?

1. Open your web browser and type the service's web address into the address bar (not the search box).

2. Depending on the available controls you may either:

- Click the **Start Video call** button and select your Waiting Area, or



- Click **Enter Waiting Area**.



3. I asked, allow your browser to access your camera and microphone.

4. Follow the on-screen prompts to start your video call.

5. To end the call, click **End**.

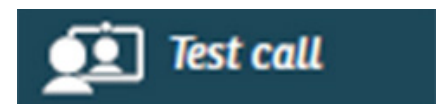


**Tip!** Many call issues can be fixed by clicking **Refresh**.



**Tip!** If a **Test call** button is available, make a test call before your appointment to check your setup.

1. Click the Test call button to run a quick test:



2. If asked, allow your browser to access your camera and microphone. The **Video call setup** runs through four testing stages: microphone, camera, connection and speaker.



## How do I get the best out of my Video Consultation?

Please use this as a reminder to ask questions about treatment.

Make the most of your appointment using the BRAN questions:

What are the **Benefits**?

What are the **Risks**?

What are the **Alternatives**?

What if I do **Nothing**?

## What do I do if something is not working?

Go to [www.nhslanearme.org](http://www.nhslanearme.org), scroll to the bottom of the page and click on the troubleshooting guide or please contact the service that arranged your appointment.

More information: <https://www.nearme.scot/>



[www.careopinion.org.uk](http://www.careopinion.org.uk)

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