

Attending your appointment by video

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.



How do I access my video appointment?

✓ By entering 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 **Edge**, **Safari**, or **Chrome** for best video calling performance.



What do I need to know?

Is it secure and confidential?

Video rooms are private. Only an authorised provider can enter the room or admit people into a group call. No information you enter is stored.

How much does a video call cost?

The video call is free except for your internet usage.

Tip! If you can, connect to a wifi network to avoid using your mobile data.

How much internet data will I use?

After the video call connects, it uses a similar amount of data as Zoom 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. To start your call, either:

- click **Enter Waiting Area**.

Enter Waiting Area

- or click the **Start video call** button and select your waiting area.

Start video call >

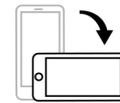
3. If asked, allow your browser to access your camera and microphone.

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

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



Tips!



For the best call experience, prop up your smartphone or tablet on its long edge.



In group calls, your microphone will be muted on entry. Please keep it mute unless speaking.



You can use the raise hand button for attention.

What do I do if something is not working?

Visit <https://nhs.attendanywhere.com/troubleshooting>

More information

To get the best out of your video consultation, consider asking?



NEED? 1
Do I really need this test, treatment or medicine?



BENEFIT? 2
What are the benefits to me?



RISK? 3
Are there any risks or side effects?



CHOICE? 4
How can I improve my condition or health?



IF I DON'T? 5
What will happen if I don't do anything?



induction
Attend Anywhere

Care Opinion
What's your story?

www.careopinion.org.uk

Pub. date:
Oct 2024

Review date:
Oct 2026

Issue No: 5

XS A4-PIL.VIDEO.24_33238.L