

# Video Consultations: Information for Patients

## What are Video Consultations?

Having a video consultation means you will be seen by your doctor via an online video call, instead of going to the hospital. Video calling is done through a website link, so there is no need to download an app or create an account.



## How Do I Get a Video Consultation?

If you and your doctor agree you are suitable, a video consultation could be arranged for you. Of course, you can always choose to have a face-to-face appointment if you prefer.

## Your Personal Information is Secure

Consultations are not recorded, and no personal data is stored on the Video Consultation system.

## Need to Cancel?

Your appointment letter will contain all of the details should you need to change your appointment.

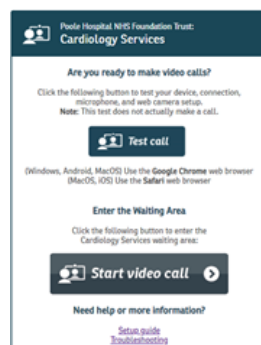
## How to Join a Video Consultation

<https://nhs.vc/dorset/rheumatology-services>

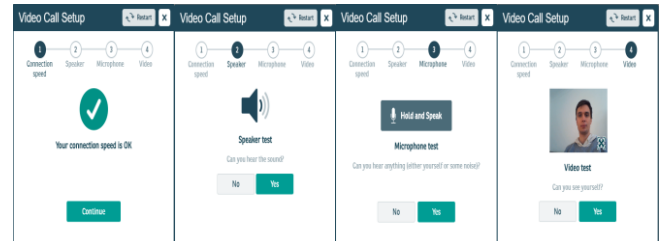
**Step 1:** Follow the instructions on your appointment letter, guiding you to the online waiting area.

**Step 2:** Click 'Start Video Call' on the page. There may also be a 'Test Call' button, this does not connect you to a real person.

**Step 3:** Internet



speed, speaker, microphone and video checks will be carried out. Click "Yes" or "Continue" to move through these. If asked, allow access to your microphone and webcam.



**Step 4:** Enter the name and DOB of the person the consultation is about; please include a phone number so that we can call you if there are any problems. Read and agree to the Terms and Conditions and click "Continue".

**Step 5:** Please read the information on the screen - we apologise that we cannot answer your call if you do not have an appointment booked.

**Step 6:** Click 'Start Call' to enter the virtual waiting area. When ready, the doctor will start your appointment.

## What Equipment Will I Need?



- A good internet connection (Wi-Fi or 4G)
- A laptop, tablet or smartphone with a camera, speakers and microphone.
- Google Chrome or Apple Safari browser.



## What if Something isn't Working?

For help getting set-up or other issues, visit: <https://nhs.attendanywhere.com/troubleshooting>

If you experience poor video or sound quality during your appointment, click 'Refresh' in the top right-hand corner of the screen.

