

# Video consultation information for patients



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## Why choose it?



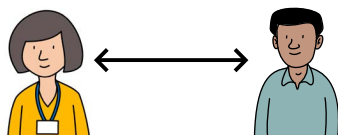
It can save you stress, time and money



Calls are safe and secure

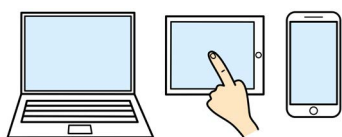


If offered, it's your choice to do a video call

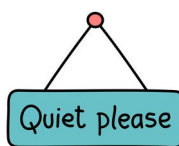


It can help with managing isolation or social distancing

## What you need



A charged up computer, tablet or smartphone with a built in camera and microphone



A quiet place where you won't be disturbed

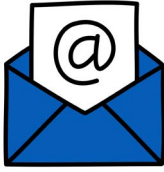


A good internet connection

Continued overleaf

## Setting up

1



We will email you your appointment time and any information you need

2



We will send you a text message reminder

3



Make sure you're familiar with the software before your appointment

4



Make a list of questions or issues before the call to help you get the most from your consultation

## Starting the video call

5



We will call you when we are ready

6



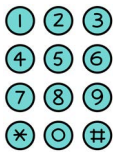
Say hello or wave to your doctor or nurse

7



Look at their face while you're talking

8



We'll ask you to confirm your date of birth and phone number so we can call you if we get cut off

*Continued overleaf*

## The consultation

9



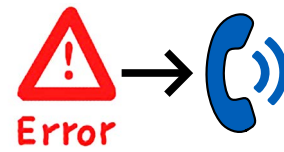
We will email you your appointment time and any information you need

10



If you want to show us something you can try to use the screen camera

11



If something goes wrong we'll call you instead

## Ending the video call

12



Ask us any questions you like before you go

13



We'll arrange your next appointment, prescription or a face to face visit

14



We'll say goodbye before we go

15

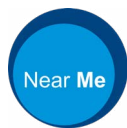


You can leave your feedback to help us make future consultations better

Funders



Contributors



For online resources visit

[bartshealth.nhs.uk/video-consultations-for-patients](https://bartshealth.nhs.uk/video-consultations-for-patients)