

Checklist of technology and resources needed for successful remote appointments: for patients

TECHNOLOGY NEEDED FOR VIDEO APPOINTMENTS

- Device** – a PC, laptop, tablet or smartphone
- Camera** – built into smartphone or tablet, may be built in or attached to laptop or PC
- Microphone and speaker** – usually built into the device, but an external headset may improve sound quality
- Video calling software** (e.g. Attend Anywhere) that is compatible with your device. The practitioner should let you know which program will be used. (Note: if using a smartphone or tablet you will need to download an app first)
- A stable internet connection** - minimum bandwidth approximately 2 Mbps (Megabits per second) upload and download for a one-to-one call, at least 3 Mbps for group calls with more than two people

RESOURCES NEEDED FOR VIDEO APPOINTMENTS

- A mobile or landline telephone** – to use in the event of technology failure
- A quiet, private space free of distractions and obstacles** – ideally this should be a well-lit, comfortable room with enough space to move around if you are likely to be demonstrating movement or exercising
- A list of topics and/or questions** that you want to cover.
- A medication list and/or completed questionnaires** - if requested, these could be sent to the practitioner before the appointment (e.g. via e-mail)
- Any other resources or information that have been sent to you before the appointment** - such as advice leaflets or exercise sheets (not all practitioners will send things in advance)
- Equipment** such as walking aids, in case you are asked to demonstrate using them
- Suitable clothing** – loose, comfortable (and ideally brightly coloured) clothing that helps the practitioner clearly see the relevant parts of you and your movement. For example, shorts if you have a lower limb condition or a vest or t-shirt for shoulder, neck or back conditions.
- A friend, family member or carer** – this is not essential but it may be helpful to have someone present who can help with using the technology (e.g. set up the call) and/or assist you during the appointment (e.g. hold the camera or support you during exercises)

RESOURCES NEEDED FOR TELEPHONE APPOINTMENTS

- A mobile or landline telephone** (if using a mobile phone, check your signal strength before the appointment)
- A quiet, private space free of distractions and obstacles** – think about who else will be present and whether you are comfortable with them listening in to the call
 - A list of topics and/or questions** that you want to cover.
- A medication list and/or completed questionnaires** - if requested, these could be sent to the practitioner before the appointment (e.g. via e-mail)
- Any other resources or information sent to you before the appointment** - such as advice leaflets or exercise sheets (not all practitioners will send things in advance)