

How-to guide to video appointments for patients

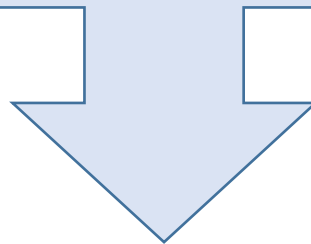
BEFORE THE APPOINTMENT

Familiarise yourself with details of the appointment and any instructions or guidance on using the video calling software

Check that you have the necessary technology and resources (see our **patients' checklist**)

Log in to the platform you will be using (e.g. Attend Anywhere) and check the settings

Have a practice call if possible, ideally using the same device you will be using on the day (Attend Anywhere has a 'test zone' that you can practice in).



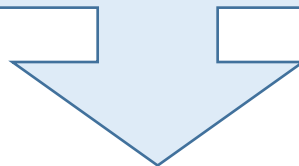
DURING THE APPOINTMENT

Check that the technology is working as expected – if not, you may need to telephone instead

If you have a friend, family member or carer who is able to support you, introduce them to the practitioner

Make sure you are clear on the purpose of the appointment – if you have any questions, ask

Make use of screen sharing and chat/message boxes to share information



AT THE END OF THE APPOINTMENT

Check your written list to make sure your key questions have been covered

Ask the practitioner to summarise what has been discussed if they have not done this, or if there is anything that is not clear

Make sure you are clear on what the next steps are