

WHAT YOU NEED



Ensure you have a charged computer, tablet or smartphone with a working camera and microphone. You will also need a stable internet connection and a quiet and private space

When the clinician is ready to do the video consultation with you, they will send you a text message.

SETTING UP



1: Click on the blue link



2: Select 'continue in browser'



3: Select 'request permissions'



4: Select 'allow'



5: Your video will now be on. To unmute your microphone click here



6: Your clinician will do the same and you will now begin the video consultation

STARTING THE VIDEO CALL



Look at the screen while speaking to the clinician



We will ask you for your phone number and your date of birth so we can call you if we get cut off

THE CONSULTATION



If there is something you want to show us you can use the camera on your device



If something goes wrong we'll call you instead

ENDING THE VIDEO CALL



Ask any questions you like before you go



The clinician will summarise next steps and say goodbye before ending the consultation



You can leave feedback to help make future consultations better