

## Attending your appointment via video calls

Where appropriate, you can attend your consultation via a video call

Video calling is as convenient as a phone call, you can do it from the privacy of your home, with the added value of face-to-face communication.



### Where do I go to attend my appointment?



you will be sent a link by your clinician to make your arranged video call

Instead of travelling to your appointment, you enter the clinic's video waiting area.

Your clinician will join you when they are ready, just like they would in a waiting area for a traditional appointment.

There is no need to create an account. No information you enter is stored.



**What do I need to make a video call?**



**A good connection to the internet**

If you can watch a video online (e.g. YouTube) you can make a video call



**A private, well-lit area where you will not be disturbed during the consultation**



**One of these:**

- Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone

- Safari web browser on an Apple iMac, MacBook, iPad, or iPhone



**Web-camera, speakers, and microphone** already built into laptops or mobile devices



**Is it secure?**

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.



**How much does a video call cost?**

The video call is free (except for your internet usage).



**How much internet data will I use?**

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.



**Smartphone & tablet users**

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

## Get ready to make video calls

Make sure that you use one of the following web browsers:



**Google Chrome**

Windows 7+, Android 5.1+,  
MacOS 10.11+



**Apple Safari**

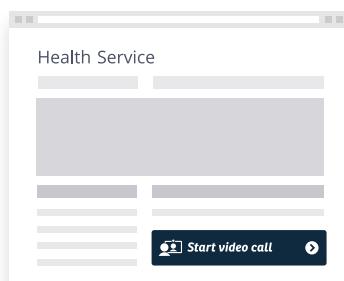
MacOS 10.12+, iOS 11.4+



Go to the link sent to you in your appointment letter, email or text message

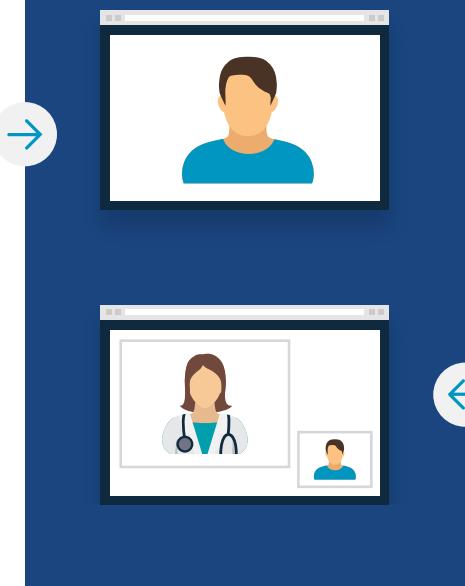
1

On this webpage, click the **Start video call** button and follow instructions



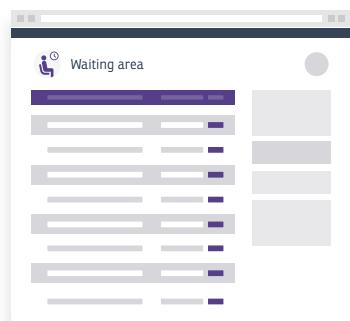
2

Wait in your own private video room



3

Your healthcare provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready



use our troubleshooting guide below if you need more help

Many issues can be fixed by clicking  Refresh on the screen when on a call

## Can't hear others?

### Speakers/headset:

Volume at audible level?

(If external) Plugged in securely? (If powered) Switched on?

Being used by the computer? [Check computer's audio settings](#).

Hearing an echo?

[Check computer's audio settings](#).

## Can't see?

### Web camera:

(If external) Plugged in securely?

Chrome using the correct camera? [Click camera icon in Call Screen's address bar; check access and selected camera](#).

Can your web browser access the camera? [Allow access to camera in privacy settings. Allow access for camera in browser settings](#).

Other software using the camera?

(Example: Skype also running)

[May require computer reboot](#).

## Others can't hear you?

### Microphone:

(If external) Plugged in securely?

Being used by the computer?

[Check computer's audio settings](#).

Chrome using the correct microphone?

[Click camera icon in Call Screen's address bar; check access and selected microphone](#).

Can your web browser access the microphone?

[Allow access to microphone in privacy settings](#).

[Allow access for microphone in browser settings](#).

Muted?

[Either Call Screen, or device's audio](#).

Other software using the microphone?

(Example: Skype also running)

[May require computer reboot](#).

## Poor video/audio quality?

Connection to Internet okay?

[Check speed and latency at \[www.speedtest.net\]\(http://www.speedtest.net\)](#)

Others on the network using lots of bandwidth?

(Example: Watching Netflix or YouTube)

Modem/router working properly?

[\(Wireless network\) Get closer to access point](#).

## Meet minimum specs?

**Windows PC** with i5 processor and 3GB of RAM (Windows 7 or later)

**Apple Mac** with i5 processor and 3GB of RAM (MacOS 10.12 Sierra or later)

**Android-based smartphone/tablet**

(Android 5.1 or later)

**iPhone** (iOS 11.4+)

**iPad** (iOS 11.4+, iPadOS 13+)

## Latest Google Chrome?

Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)

Update browser from <chrome://help> Download new at [www.google.com/chrome](http://www.google.com/chrome) Camera/Microphone help: [tinyurl.com/txba53s](http://tinyurl.com/txba53s)

## Latest Safari?

Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)

Update browser from <Mac App Store>