

Attending your appointment via video

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

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Where do I go to attend my appointment?

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

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 apps installed on your computer, phone or tablet:**
 - Skype
 - Microsoft Team
 - FaceTime
- **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 internet data will I use?**
A video call uses a similar amount of data to Skype® or FaceTime®.
- **How much does a video call cost?**
The video call is free (except for your internet usage).



Smartphone and tablet users

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

Make sure that you have one of the following apps installed on your computer, phone or tablet. Depending on the OS that is installed on your device, you may download these apps from:



Apple App Store



Android Google Play Store



FaceTime



Skype



Microsoft
Team

For FaceTime and Skype users, please provide us with your user ID and our clinician will contact you at the time of your appointment. For Microsoft Team users, please provide us with your mobile number and email address, and follow the steps below:

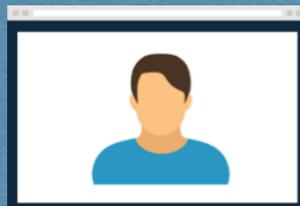
1

You will need to have installed Microsoft Team on your computer, phone or tablet. You will receive a link in your email which, when clicked, will lead you to a private virtual waiting room



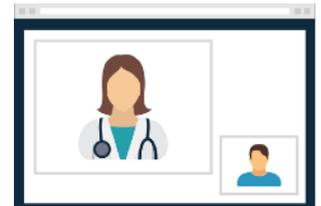
2

Wait in your own private video room



3

Your healthcare provider sees you arrive in the waiting area queue and joins you in your video room when they are ready



What do I do if something is not working?

- Your clinician will typically contact you by the mobile number that you provided us with if we are unable to contact you on FaceTime, Skype, or Microsoft Team.
- You may contact us at the numbers below if you are experiencing any technical issues: Oxford on 01865 902315 or 01865 902 534 (8.30 am – 4.30 pm), Aylesbury on 01865 901 091 (9 am - 5 pm), or Wiltshire on 1865 904 099 (9 am - 5 pm).

