



Information for patients who have been offered a Video call appointment

If you have been offered video calls as an option for your appointments. This leaflet provides you with some information about how these appointments work.

How it works

- You will need an internet connection and if possible to be in a quiet place for your appointment to take place. You will need access to a smartphone, tablet, laptop or computer with a camera. Please be aware if you are using video call software on a 3g/4g connection this may use up some of your data allowance and potentially increase your bill.
- Your clinician will arrange a time and date for your Video appointment with you. Once they have done this they will send out a meeting invite via email.
- At the date and time of the appointment you will need to click on the link in the email to 'Join' the meeting. You will need to put in your name and your email address and join as a 'Guest'. You will then need to click 'unmute' the call and 'connect to audio' and then click 'start my video'.

- We would advise that you ensure that the area in which you choose to conduct your video call session is quiet and private to maintain confidentiality.

Consent

- By agreeing to video call appointments you are consenting to take part in and accept any risks involved with this method of communication.

For your information

- Video calls are not carried out over a secure network.
- You should not record any video call sessions and we will not record sessions without your advanced written consent.
- If you decide you do not want to continue your sessions via video call and would rather have face-to-face or telephone sessions, please let our clinician know. This will not affect your treatment in any way.
- A summary of your video session will be recorded by your clinician and entered into your records.
- When you begin your first video call session with your clinician they will introduce themselves and ask you to confirm your name, date of birth and address in order to confirm your identity. They will also let you know what the session entails and how long it will last.
- Once the video call has finished you can close the application and disconnect from the meeting. This will remove the temporary software installed when accepting the initial call.