

Attending your appointment by video

Video calling is convenient and easy to use.

Instead of travelling to your appointment, you will enter the online waiting area, using the link below.

The service will see that you have arrived, and a provider will join your call when ready. There is no need to create an account.

Video calls are secure and your privacy is protected.



What do I need to make a video call?

- ✓ A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).
- ✓ A private, well-lit area for your consultation, where you will not be disturbed.
- ✓ A reliable internet connection (wired, WiFi or mobile data). If you can watch a video online, you should be able to make a video call.
- ✓ Use the latest version of Chrome, Safari, or Edge for best video calling performance.



How do I access my video appointment?

- ✓ By entering www.nhslanearme.org into your browser or scanning the QR code over the page, selecting

then click the link underneath
- ✓ By entering the direct link to your waiting area into your browser

What do I need to know?

Is it secure/confidential?

You have your own private video room that only authorised staff can enter. No information you enter is stored. Calls are not recorded.

How much does a video call cost?

The video call is free except for your internet usage.

Tip! If you can, connect to a Wi-Fi network to avoid using your mobile data.

How much internet data will I use?

The video call doesn't use data while you are waiting for someone to join you. After the call connects, it uses a similar amount of data to Skype® or FaceTime®

How do I make my video call?

When you're ready, click the **Start video call** button.



Tip! Make a test call before your appointment to check your setup.



The system will check that you have everything in place (internet, speaker, microphone, and video).



If asked, allow your browser to access your camera and microphone.

Enter your details, tick the box to agree to the *Terms and Conditions*, and start your call.



To end the call, click **End**.

Tip! Many call issues can be fixed by clicking **Refresh**.



What do I do if something is not working?

Go to www.nhslanearme.org, scroll to the bottom of the page and click on the troubleshooting guide or please contact the service that arranged your appointment.

More information: <https://www.nearme.scot/>



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