

Video appointments a guide for service users

You're reading this because you've have been offered video appointments. This leaflet provides you with some information about this.



How do video appointments work?

In video appointments, you can see and hear your clinician without having to be in the same room or building. You'll be sent a link by email or text before each appointment and you need to click on this to begin.

What equipment do I need?

You'll need a computer, tablet or smartphone with a built-in camera and microphone. You'll also need to be connected to the internet.

Before you start your online treatment, it's worth spending a few minutes to set up and test your equipment. Here are some pointers:

- › **Setting:** Choose a private setting where no one else can see or hear you. The best location is a well-lit room with the door closed. Choose a time and place where you won't be interrupted. Remember that anything behind you may be visible to your clinician so bear this in mind when you choose where to place your webcam.
- › **Internet connection:** Video calls require a fast and steady internet connection. The best connections are wired connections, followed by wifi, followed by the mobile phone network. Please note that video calls carried out using the mobile phone network or broadband connection will use up some of your data allowance and could potentially increase your bill.

Poor quality internet connections can often interfere with the quality of the video call and may make it hard to hear or see clearly.

What happens during the appointment?

During your first appointment, your clinician will spend time ensuring your equipment works and you can both see and hear each other.

At the start of the appointment, say hello or wave (you may both have to fiddle a bit to get the sound and picture working well). If all goes well, the call will feel like a face-to-face appointment.



If the call freezes, wait a few minutes as it may start working again.

Make sure your clinician knows your correct telephone number so they can call you back if the connection fails.

Your clinician will not record the video or audio of the session, but will take clinical notes as usual procedure for a session.

Is it secure?

All of the software being used has been approved by West London NHS Trust and provides end to end encryption. However, as with all information transmitted over the internet, the security cannot be completely guaranteed.

إذا كنت بحاجة للمعلومات بلغة أخرى فالرجاء أنت خبر أحد لموظفيك هذا.

Caso necessite de informações numa língua diferente, por gentileza, peça ajuda a um funcionário.

Si vous avez besoin d'informations dans une autre langue, veuillez en faire la demande auprès d'un membre du personnel.

तपाईंलाई कुनै अर्को भाषामा जानकारी चाहेन्छ भने, कृपया कुनैपननकमम्बारी सदस्यलाई सोध्नुहोस्।

گړنیاز داود اطلاعات رابه زبان وګړی د وخت کړی: لطفاً یو اړیکه د زما د کارمندانو ته وکړئ.

ਜੇ ਤੁਹਾਨੂੰ ਵੱਖਰੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਵਿਭਾਗੀ ਕਰਮਚਾਰੀ ਨੂੰ ਪੁੱਛੋ।

Если Вам требуется информация на другом языке, пожалуйста, обратитесь к члену персонала.

Haddii aad u baahan tahay in aad macluumaadka ku hesho luqad kale, fadlan xubin shaqaalaha ka mid ah weydiiso.

Si necesita información en otro idioma, por favor indíquese a un miembro del personal.

உங்களுக்கு வேறொரு மொழியில் தகவல் தேவைப்படுமானால், தயவு செய்து பணியாளர் குழு உறுப்பினர் ஒருவரிடம் கேட்கவும்.

اگر آپ کو یہ معلومات کسی اور زبان میں چاہیے تو براہ کرم ہمارے رہنما کے کسی رکن سے کہیے۔

Os oes arnoch angen gwybodaeth mewn iaith wahanol, gofynnwch i aelod o staff.

Jeżeli zyczysz sobie informacji w innym języku, poproś członka personelu.

यदि आपको भिन्न भाषा में जानकारी की जरूरत है, तो कृपया स्टाफ के किसी सदस्य से पूछें।

Nëse doni informacion në një gjuhë tjetër, ju lutemi pyesni një anëtar të personelit.

如果您需要另外一种语言版本的信息，请向工作人员提出。

જો તમને માહિતી કોઈ એક જુદી ભાષામાં જોઈતી હોય તો, કૃપા કરી સ્ટાફના સભ્યને વિનંતી કરો

आपनि यदि अन्य कोन भाषाय तथ्य चान, तहाले कोन एकजन कर्मचारीर काछे ता चाहिबैन।

پوښتنه وکړئ چې کوم بلنه ژبه م وړوځو ټولنه اړی لری، دیو اکوړوړکی څخه

If you need this information in another format, such as large print, Easy Read or another language, please ask a member of staff.