

Information about video appointments for patients and carers

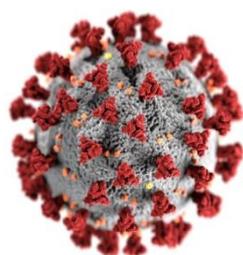
Easy to read information

What is a video appointment?



- A video appointment means talking to your doctor or nurse by video call – like using Skype®, FaceTime® or WhatsApp® video calls

What are the benefits?



- Having a video appointment means that you don't need to come to the hospital. This is even more important during the coronavirus outbreak



- It's better than just using a telephone as you can see each other too



- You will save time and money not coming to the hospital



- You can speak to the doctor or nurse from the comfort of your own home



What do I need to make a video call?



- A mobile phone, computer, laptop or tablet (for example an iPad) that is less than three years old



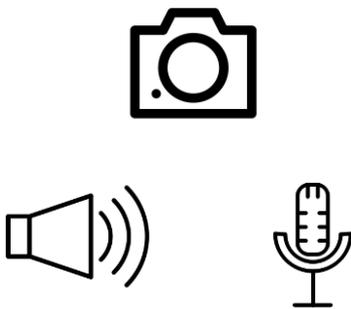
- A good internet connection



- A private well-lit area where you will not be disturbed



- The right internet browser:
 - Google Chrome (available on laptops or Android mobile phones)
 - Safari (available on Macs or iPhones)
 - Edge



- Web camera, speakers and microphone – this will usually be part of your mobile phone or laptop

How does it work?



- When you see your doctor or nurse they will ask you if you would like to try a video appointment



- If you say yes, they will give you another leaflet which has more information about what you need to do to make a video call

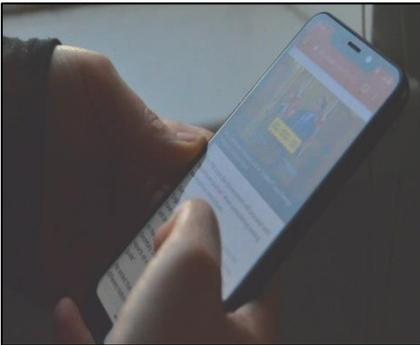
How will the appointment be arranged?



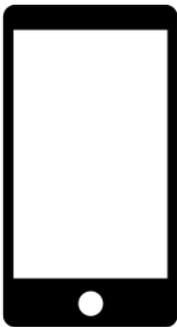
- Your next appointment will be arranged as normal



- You will get a letter confirming the date and time. This will include a website link for you to click to attend your video appointment



- We will send you a text message reminder a few days before your appointment with the web link in it



- Before your appointment, you will need to click on the link and do a test call to see if everything works

Frequently asked questions:

What if the video call doesn't work?



- If your test call doesn't work, you can call the number on your appointment letter



- They will make sure your doctor or nurse calls you instead

Is it secure?



- Video calls are secure; your privacy is protected and only your doctor or nurse can see you

How much will it cost me?



- Nothing if you use WiFi

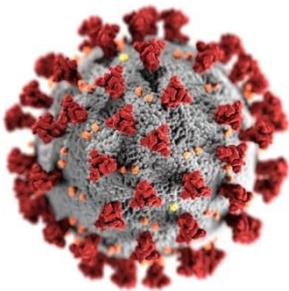


- If using the internet on your phone, check your phone plan to make sure you have enough data



- A video call uses a similar amount of data to Skype® or Facetime®

Can I have a face-to-face appointment?



- Not at the moment. Because of the coronavirus outbreak, we are unable to offer a face-to-face appointment unless it's really necessary



- When the coronavirus outbreak is over, if you would prefer a face-to-face appointment please tell us.

More information

For more information about video appointments at the Royal Free London, please visit our website:

www.royalfree.nhs.uk/video-appointments

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: rf.communications@nhs.net

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