

VIDEO CONSULTATIONS PATIENT LEAFLET

Do I need to do anything prior to my video appointment?

1. It is **important** that prior to your video appointment (we recommend at least 1 day before), you test that you can connect to your video appointment successfully.
2. Open the Somerset NHS Foundation Trust website from your device. (*Computer, laptop, phone, tablet*)
3. Click the Video Consultations link on the website homepage.
4. Locate and click 'Test my Device'.
5. Follow the on-screen instructions that follow.
6. If you are **successful**, please continue to attend your appointment as planned.
7. If you are **not successful**, please **contact us on the telephone number in your appointment letter**.

Where do I go to attend my video appointment?

1. Open the Somerset NHS Foundation Trust website from your device. (*Computer, laptop, phone, tablet*)
2. Click the Video Consultations link on the website homepage.
3. Locate and click the name of your waiting area.

How do I start my video appointment?

1. Once you have clicked your waiting area, click Start Call.
2. You'll now go through two important checks, to ensure your video camera, and microphone is working correctly. This may take a minute or two.
3. Complete your personal details - *We do not store the details*.
4. You will now be checked in for your appointment and your clinician will connect with you shortly.

How do I end my video appointment?

1. In the top right corner of the video window, you will see the button 'End Call', click this to end the consultation.

Help and Support

1. If for any reason you cannot connect to your waiting area or your clinician, please close your web/internet browser and try connecting again.
2. Find further help on our Video Consultations webpage.
3. If you still cannot connect to your waiting area or your clinician, the clinician will attempt to telephone you on either your landline or mobile phone to carry out your appointment.