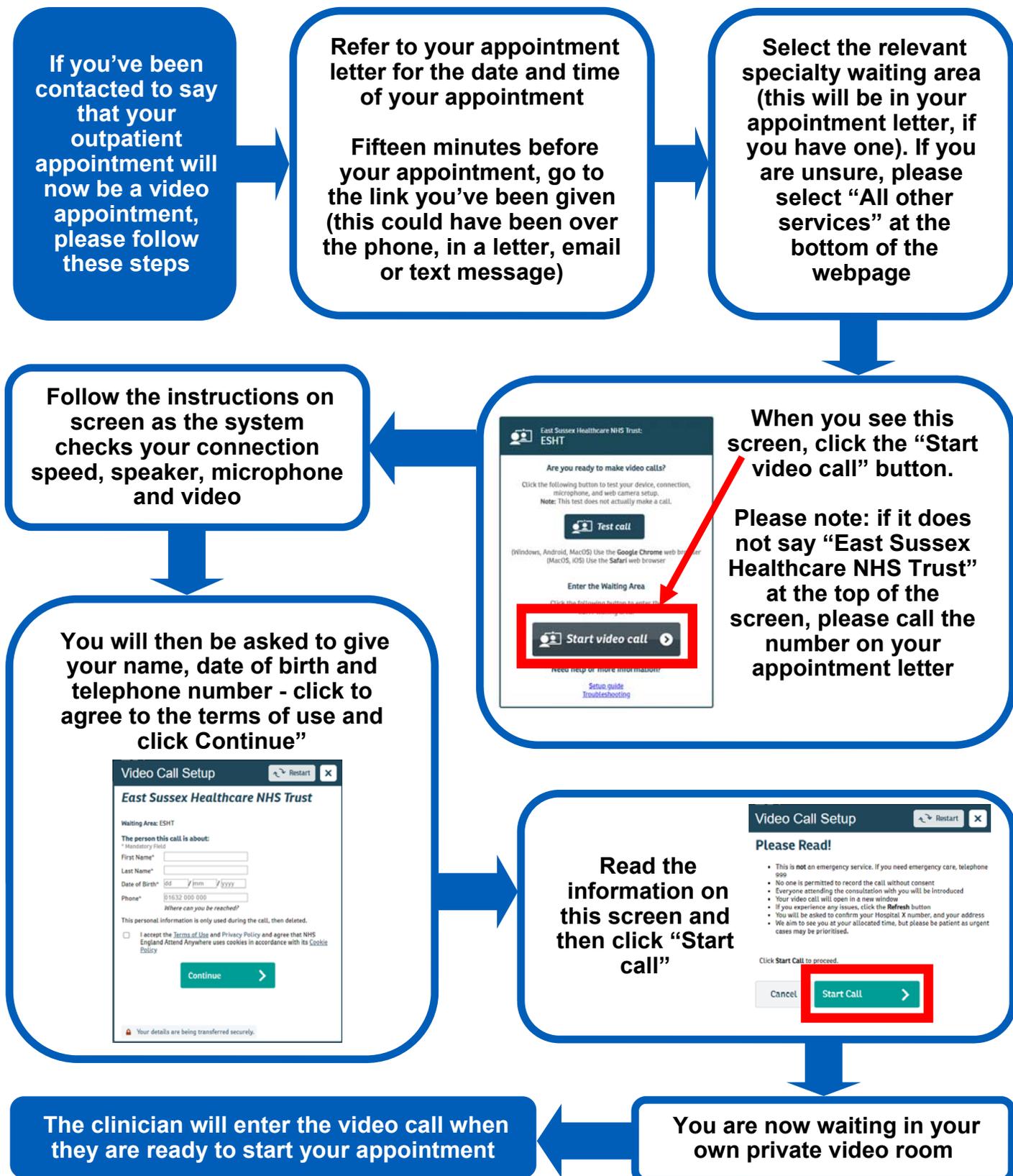


Video outpatient appointments Guide for patients

To reduce the number of people coming to our hospital sites, we are now providing outpatient appointments by video.



Video appointments - Frequently asked questions

What do I need to make a video call?

- ✓ A good connection to the internet - if you can watch a video online (e.g. YouTube), you can make a video call
- ✓ A private well-lit area where you will not be disturbed (although try to avoid sitting directly in front of a window)
- ✓ One of the following:
 - Google Chrome web browser on a desktop or laptop, or an Android tablet or smartphone
 - Safari web browser on an Apple iMac, MacBook, iPad or iPhone
- ✓ Web-camera, speakers and microphone (already built in to laptops and mobile devices). Please adjust the position of the camera so your whole face can be seen.
- ✓ You will also need to make sure you use one of the following web browsers:
 - Google Chrome (Windows 7+, Android 5.1+, MacOS 10.11+)
 - Apple Safari (MacOS 10.12+, iOS 11.4+, iPadOS 13+)

Is it secure?

Yes, video calls are secure and your privacy is protected. Only authorised clinicians can enter the private video room you will wait in. None of the information you enter is stored.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you. The actual appointment will use a similar amount of data to Skype or FaceTime. If you can, connect to a home or work wi-fi network to avoid using your mobile data allowance.

How much does a video call cost?

The video call is free (except for your internet usage).

If you do not have the technology to have a video appointment, please contact us to rearrange your appointment

Useful tips

- ✓ Use a private well-lit area where you will not be disturbed
- ✓ Try to avoid sitting directly in front of a window
- ✓ Position your device so that your face is in the centre of the screen (unless otherwise advised by your clinician)
- ✓ If technical issues occur during the call, please press the blue/green 'refresh' button at the top right hand side of the screen - tell your clinician before you click the refresh button
- ✓ Check you are entering the correct waiting area. If it does not say "East Sussex Healthcare NHS Trust" at the top of the "Start video call" screen, please call the number on your appointment letter

Tips to help solve any technical issues are available:
<https://consult.attendanywhere.com/troubleshooting>

If you need to contact East Sussex Healthcare NHS Trust about your appointment, please call the telephone number on your appointment letter.