

GETTING THE MOST OUT OF YOUR VIDEO APPOINTMENT: INFORMATION FOR CLIENTS

How will my video appointment be arranged?

The Barnsley Assistive Technology Team are carrying out a remote-first approach. This means that we will try to see you via a video or telephone appointment where possible. If we feel that a remote appointment would be worthwhile, your clinician will offer you this option when contacting you to arrange the assessment. This guide provides some general information about remote video appointments.

We are using a video calling platform called AccuRx. You are able to access this using a mobile phone, tablet (iPad/Android) or computer. Your clinician will ask which option is the most convenient for you. Please see the section 'How to use AccuRx' for more details.

Preparing your device for your video appointment:

Before your appointment it is important to check your device (phone, tablet or PC) is working ok.

- Make sure that your battery is charged or you have a charger/plug nearby
- Make sure that the volume is on and turned up loud enough for you to hear
- Make sure that your camera is working properly
- It may be useful to restart your device before the session
- Make sure you are connected to the internet.

Try to make sure that other devices in your home are not streaming content from the internet to speed up your connection. **If you are using a mobile phone, it may use up lots of data if you are not connected to wifi.**

- If you are using a PC, make sure you have access to one of the following internet browsers. AccuRx **will not** work with Internet Explorer.



Google Chrome



Microsoft Edge



Safari



Firefox

Positioning your camera

- Position your device where the camera can see you and you can see the screen
- Make sure the device is in a stable position where it is less likely to move around or fall over. You could prop it up on a cushion. If your device has a stand, use this to position your device on a flat surface. If this is difficult, it may be easier to use a laptop which can be positioned on a table.
- If possible, have a family member or carer available to help. Your clinician may ask to see a specific body movement to check how you move or access any current technology, so an extra pair of hands can help to make adjustments to the camera position.

Preparing your environment

- Make sure that you are comfortable and relaxed

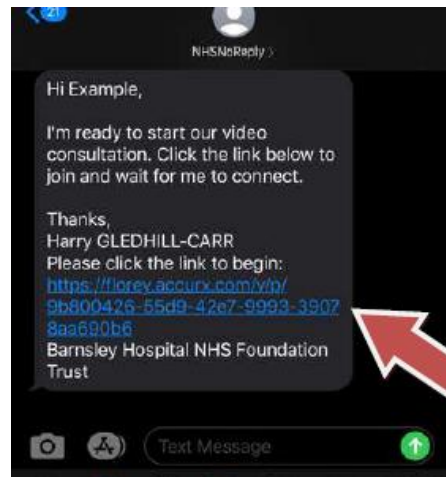
- If you have any technology or aided communication strategies that you use already, make sure that you have access to these for the call and that any equipment is charged up (for example an app on an iPad or a paper-based alphabet chart)
- Try to ensure that the room you are in is not too dark/dim and that the screen is not in direct sunlight
- Try to be in an environment that is quiet and free from too much background noise
- Try to be in a room that limits distractions and where you won't be disturbed

What to expect from the session:

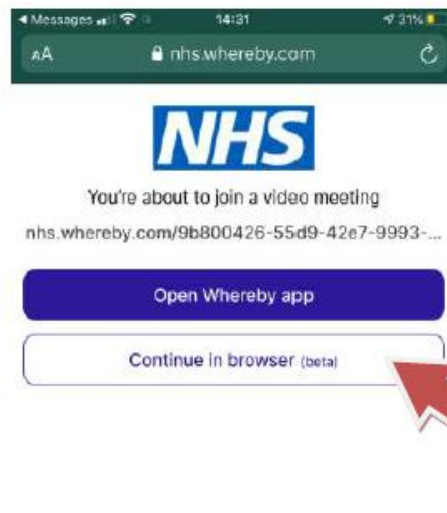
- At the beginning of the session, the clinician will introduce themselves and everyone present. If you have any questions or concerns please raise them
- If you don't feel too confident and would like some practice, request a test run beforehand. This is completely fine as it is a new way of working for everyone
- During the session, let the clinician know if you want to take a break for a rest or would like to pause the session and come back to it another time. It is perfectly ok to finish the session early if you're feeling tired
- At the end of the session your clinician may ask to arrange a follow up. This might be via another video consultation, telephone call, or a face to face appointment.

How to use AccuRx

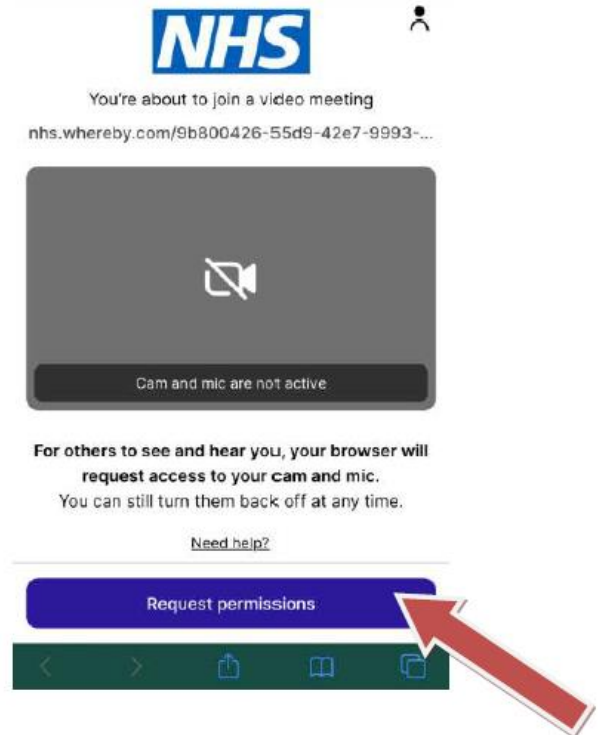
1. Before your scheduled appointment you will receive an email or text message invitation to the video call from your clinician.
The invitation would usually be sent on the day as agreed with the clinician. Contact the clinician or BAT Team if you do not receive this. At the time of your call, tap or click on the link within the message



2. You will be asked if you would like to access the video call by opening the Whereby App or continue in browser. Choose the option: **'continue in browser'**.



3. You will need to give AccuRx (and nhs.whereby.com) permission to access your camera and microphone. Allow this by tapping the **'Request Permissions'** button. When a message box appears, select **"allow"**. You will should now be online and able to talk to your clinician.



4. When your appointment has finished, click the **'Leave'** button (the red hand icon) and the call will end.

Trouble shooting/FAQs

My internet connection is slow, will it work?

If you are worried about your internet speed, contacting your internet provider can sometimes be useful to check whether they are able to help you get access to faster wifi. If you are able to use other video calling platforms such as Skype, WhatsApp or Facebook messenger, AccuRx should work in a similar way. If you feel that this will be a problem, let your clinician know before your call.

There are a number of other things that you can do to try and improve your internet connection:

- If you are accessing via a PC, make sure that your computer doesn't run updates or install software during your online session as it will slow your connection
- Make sure that you do not leave too many browsers and websites open on your device at the same time as the call
- Make sure that other devices in your home are not streaming content from the internet

Is it secure and confidential?

- Video calls are fully secure and your privacy is protected.
- You have your own private 'room' with your clinician and calls are only visible to call participants.
- Data transmitted is encrypted
- Data is not stored on any server
- Your clinician may be working from home but will ensure they are in an environment where only they can see and hear you
- Video appointments will not be recorded or saved anywhere unless discussed and agreed beforehand.

What happens if something goes wrong?

Technology is unpredictable and technical issues can occur. When they do happen, it is no-ones fault. If a technical issue arises, everything will be done to resolve the situation without any pressure. At the beginning of the call, your clinician will ensure that they have a way of contacting you should the video call end unexpectedly. We may be able to use another video calling platform, or arrange a face to face visit instead.

Why might I feel more tired?

Remote video calling is a relatively new way of working for everyone, and the experience can feel tiring at times. Your clinician will understand this and do what they can to make the video call as comfortable as possible. If you have any concerns, please let us know.

Why video appointments and where can I find out more?

In addition to keeping people safe, the Barnsley Assistive Technology Team and other teams across the UK have found many benefits to remote video appointments. We value your feedback on this, so please let us know what you think.

Please see our dedicated page on our website for updates and further information about how the Barnsley Assistive Technology team are working at the moment.

<https://www.barnsleyhospital.nhs.uk/assistive-technology/resources-and-information/at-team-covid-19-response/>

Barnsley Assistive Technology Team

Phone: 01226-432159

Email: Barnsley.at@nhs.net