

GETTING THE MOST OUT OF YOUR VIDEO APPOINTMENT: INFORMATION FOR PARENTS/CARERS

How will my video appointment be arranged?

The Barnsley Assistive Technology (BAT) 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 for your video appointment:

Before your appointment it is important to check your device (phone, tablet or computer) 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

If your internet speed is poor, try to make sure that other devices in your home are not streaming content from the internet. Try to make sure your computer doesn't run updates or install software during the call.

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 computer, 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 your child, and you can see the screen
- Make sure it 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.
- The clinician may ask to see a specific body movement to observe how your child moves or accesses any current technology, so be prepared to make-adjustments during the call

Preparing your environment

- It is useful to see your child where they are most comfortable and relaxed. Make sure you are comfortable too.

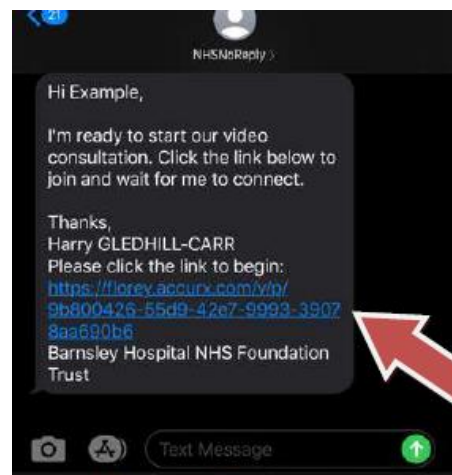
- Try to ensure that the room you are in is not too dark/dim and that the screen is not in direct sunlight
- Try and be in an environment that is quiet and free from too much background noise
- We would not expect your child to engage with you or the clinician for longer periods of time than they are used to. We can schedule shorter appointments if necessary. Try to and be in a room that limits distractions and where you won't be disturbed
- We may ask to observe your child or to watch you playing/interacting with them as part of the assessment
- If your child has a favourite toy or activity it is helpful if you can have this readily available
- If your child already uses any paper-based or powered communication tools, we may ask to observe them using these, so make sure that you have access to them and that they are charged up if necessary (for example an app on an iPad or a paper-based alphabet chart). If you're not sure about this, check with your clinician first.
- We may need some time to discuss your child with you before or after seeing them. We can do this over the video call or separately on the phone. Please let us know if you have any preferences about this.

What to expect from the session:

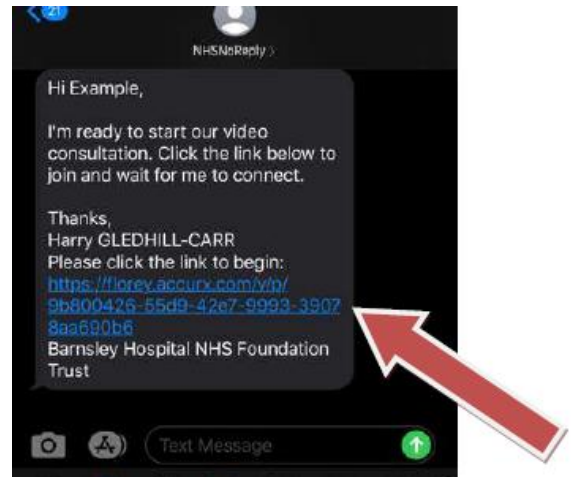
- At the beginning of the session, the clinician will introduce themselves and everyone present. If you have any questions/issues to mention please let us know.
- If you don't feel too confident and would like some practice, request a test run with your clinician. This is completely fine as it is such 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's 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 a follow up 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

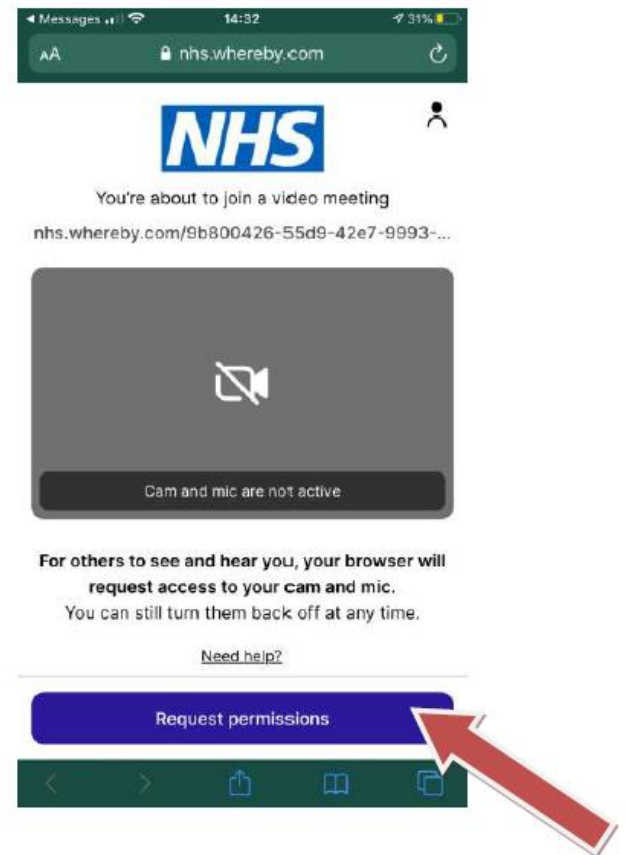


- You will be asked if you would like to access the video call by opening the Whereby App or continue in browser. Please choose the option: '**Continue in browser**'



- 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 should now be online and be able to talk to your clinician.



- 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?

- Video calls with AccuRx are 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 will occur. When they do happen, it is no-ones fault. If a technical issue arises, everything will be done to remedy the situation and fix things without any pressure. 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/>

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