

# Video Consultations Patient Guide

Velindre Cancer Centre  
Velindre University NHS Trust

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## Introduction

### What are Video Consultations?

- A **secure and confidential** way to see your healthcare provider via an **internet** connection
- You will receive the same level of care and support from within the comfort of your own home
- Similar to physical appointments, you will be contacted **prior** to your appointment to advise you that the consultation will be via a Video link and to **establish** if you're happy for this to go ahead
- You will be sent a link to help you log onto a virtual clinic waiting area, where you will wait to be seen by your healthcare provider. This is **similar** to a physical waiting room experience



### Advantages of using Attend Anywhere

- No **installation** of software or a **login** is required
- No travel **required**
- Built-in chat option to exchange written comments
- Family members, carers or other professionals can join the consultation
- Letters, X-rays, test results and web sites can be visually **shared** during the consultation
- No charges involved if the call uses a Wifi connection but there might a small charge depending on your mobile data plan if no Wifi is available. This is no different from accepting a FaceTime, WhatsApp, Skype or Messenger call.

### What will I Need to Use Attend Anywhere?

- A Smartphone, Laptop, Tablet, or a Desktop computer with a microphone and camera
- Your device needs to be up-to-date
- Internet access, preferably a **Wifi** connection
- You will need to use the web browser (*a browser is a programs that allows you to view the internet*) **Google Chrome** on a windows or android device or **Safari** if you're an Apple product user. For best results, use **Google Chrome** on any device. *More about this on the last page of this document*
- A **private, quiet** and **well-lit** space.



## Before the Video Consultation

Prior to your appointment, your specialist and their team will be in touch asking if you're happy to attend a Video consultation. At the same time, they will ask about/check your mobile number/email address.

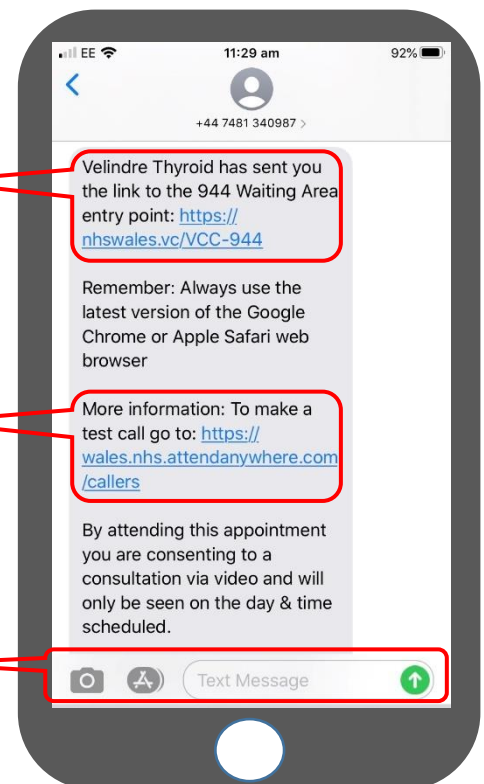
Using the mobile number or email address provided, you will receive an text/email with details about the upcoming virtual appointment including a **link** to join and also to **test** the connection (*as shown in the example below*).

Please **test the connection prior** to the appointment, maybe a few days before to rule out any connection issues that might crop up when trying to link to the clinic. ***Please don't leave this to the day of your appointment.***

*This example shows that the patient has been invited to attend a video consultation at the **Velindre Thyroid** clinic. The clickable link (starting with **https://..**) is the link you will need to click on to enter the clinic's waiting room on the day and of your appointment*

*Click this link when you need to test your connection and equipment*

*Please don't send a reply, as this is an unmonitored service number*



## Testing Your Equipment

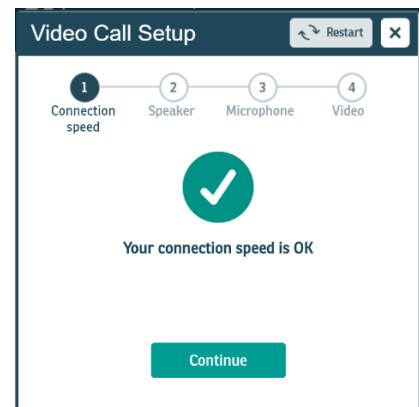
When you receive the invitation to attend a virtual clinic, use the **Test Call** link (refer to the image on previous page) to test the device you intend to use during the consultation. This could be a laptop, a tablet or a smartphone. If you choose to use a desktop computer, you will need to ensure it has speakers and a camera that are either built-in or externally attached to the computer.

### 1. Click the **Test Call** link

The test call is a four step process that will check:

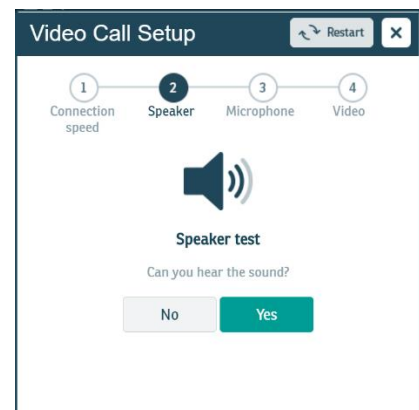
#### 2. Your internet connection

Click **Continue**



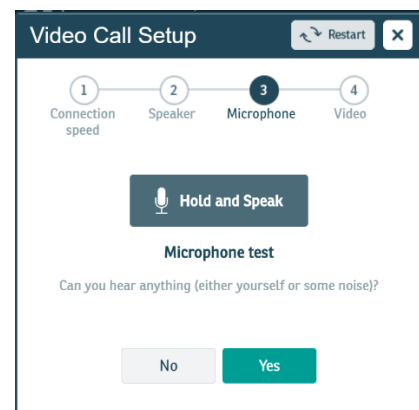
#### 3. The speakers on the device you're using

**Confirm** as appropriate



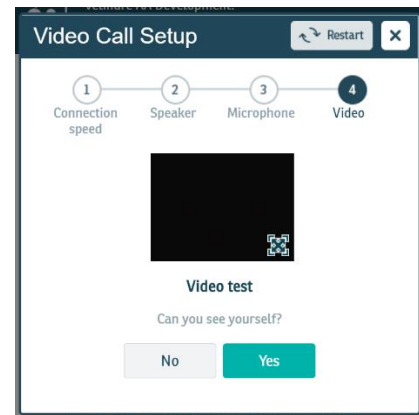
#### 4. The microphone on the device you're using

**Test** and **confirm** as appropriate



5. The Camera on the device you're using

**Confirm** as appropriate



**This may vary when using a mobile phone. Testing may involve one step only instead of the 4 described above.**

- During the check, you may be asked to confirm, for example that you can hear clearly or can see yourself. You may also be asked to allow the use of the microphone for example. Confirm and accept as necessary
- If things aren't going well, click the **Restart** button at the top right to restart the process. Or click the **X button** and try the test link from the text/email message again
- Once the system is satisfied that all four aspects necessary to start the call are working, you are ready to make the call on the day and time of your appointment.



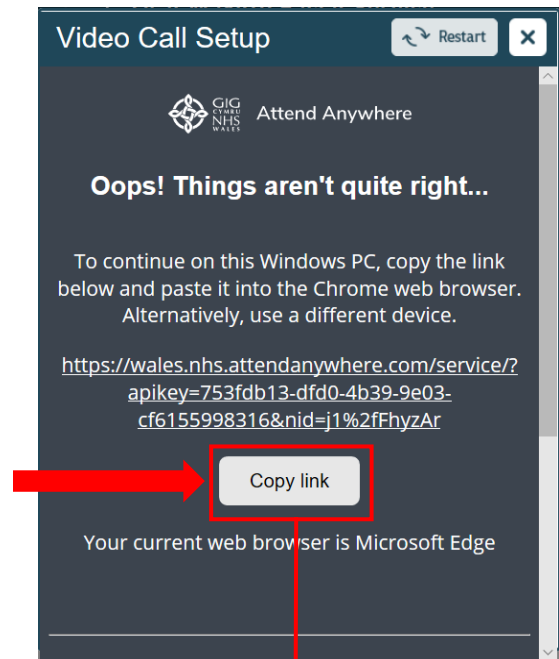
**Please ONLY join the virtual clinic on the date and time of your appointment.**

## Wrong Browser Error

Sometimes, an error message appears (*as shown*), this is because the video consultation program is trying to open in the wrong Internet browser.

*A browser is a program installed on your computer that allows you to view internet pages, without one we simply can't browse (see) the internet!*

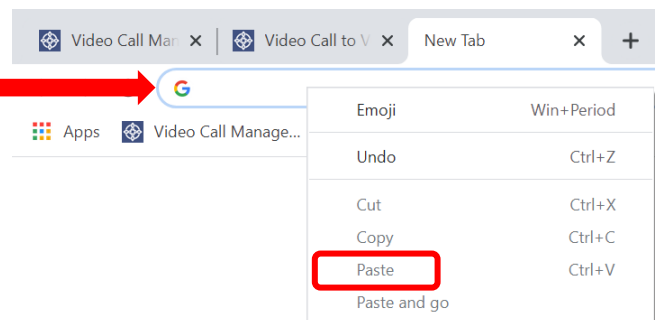
The video consultation program can only work on **Google Chrome** for all users and **Safari** if using Apple products. Having said that Apple users can use **Google Chrome** too.



To fix this problem:

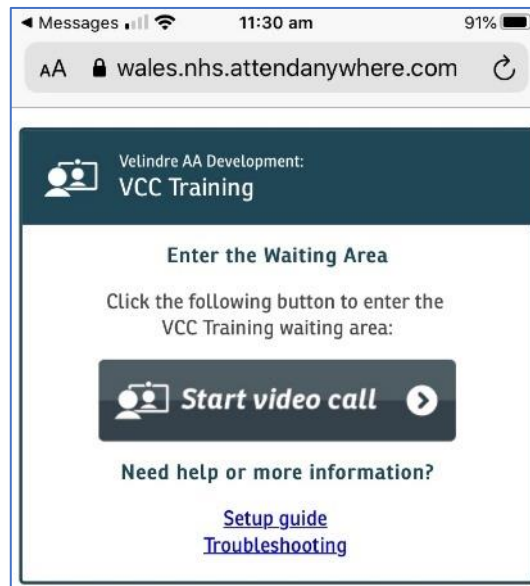
1. Click the **Copy link** button, (*seen in the image above*) and open **Google Chrome**. Then depending on the device you're using:
- 2.

The Address bar



- a. If you're using a **computer**, **right** click into the address bar as shown and select the **Paste** option from the list. Now press the **Enter** button on your keyboard
- b. If you're using a **tablet** or a **smartphone**, **tap** your finger into the address bar and choose **Paste** from the list. Now with your finger **tap** the **Go** button on your device to take you to the right page

You should now be able to test your connection and device in readiness and join the clinic waiting room when it's time for your appointment.

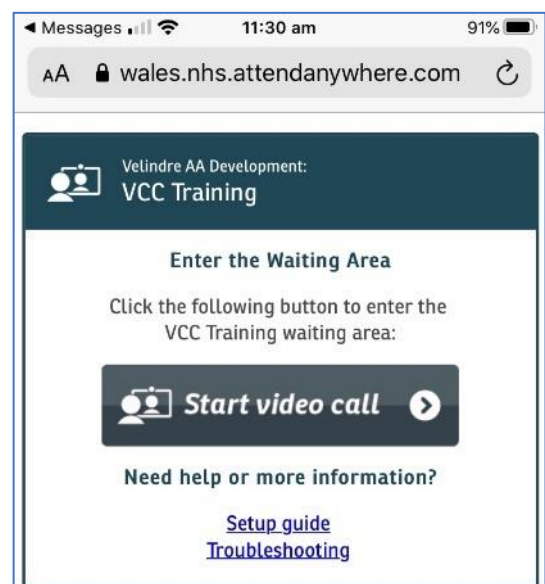


If you don't already have **Google Chrome**, this can be downloaded free of charge, from the **Google Store** or the **Apple store** for Apple users. *See last page*

## Attending a Virtual Appointment

Similar to physical appointments, on the day of your appointment you should attempt to join the virtual waiting room in good time allowing yourself the chance to test the connection and equipment again.

1. Sit in a private, quiet and well-lit room but not closely facing a window as this would make it harder for your healthcare provider to see you clearly especially on a sunny day
2. Click the link you've been sent by the hospital making sure you're in the correct Web Browser (*as explained in the previous section*) and click the **Start Video call** button.



3. Your connection and device will be checked and then you will be asked to fill in some personal details, as shown across

4. Please enter your **First name, Last name, Date of Birth** and **Telephone number**. The telephone number could be used to call you back if the connection is lost

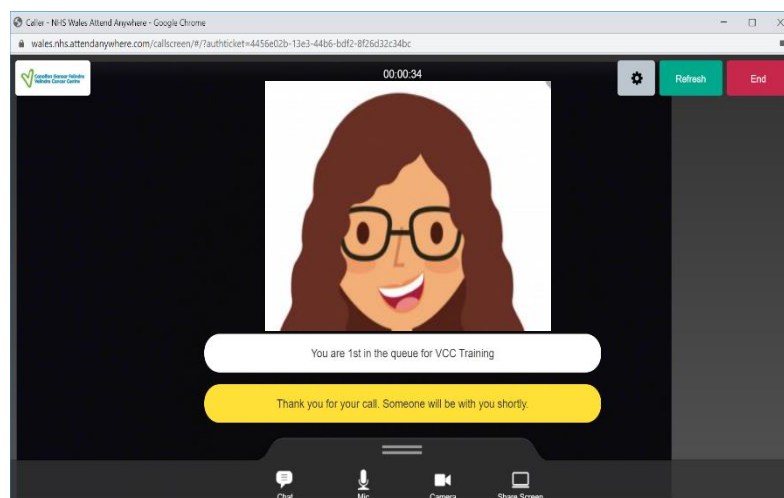
5. The next step is view and accept the **Terms of Use, Privacy Policy & Cookies Policy** for this call.

To read the terms and policies, **click/tap** the relevant link to view.

6. After reading, tick the box to confirm that you accept, then click/tap **Continue**


7. Please read the next section, then click **Start Call** when you're ready

At this point you're entering the virtual clinic room and your camera will turn itself on in readiness for the consultation to take place. The screen will look like the image below.



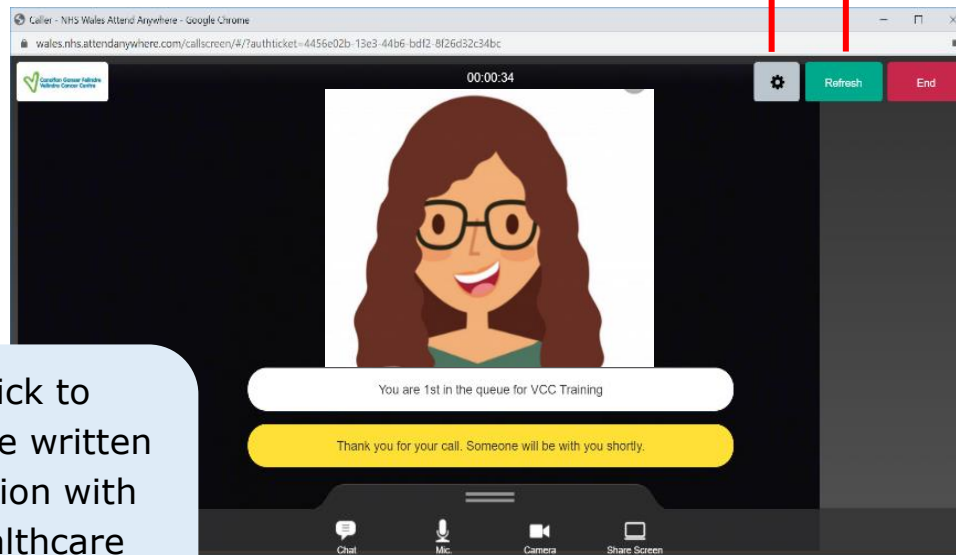
You will hear an English and Welsh automated message and like a physical waiting room, you'll have to wait for a while until your healthcare provider joins you on the call.

## The Video Consultation Screen Explained

Click this button  if you need to select a different speaker/microphone

Click **Refresh** if the Picture/Sound is distorted. This will disconnect and reconnect you, hopefully resulting in a better picture/sound

Click **End** if you need to end the call



**Chat:** click to exchange written information with your healthcare provider

**Mic:** click to turn the microphone On/Off

**Camera:** click to turn the camera On/Off

**Share Screen:** Use this function to share items with your healthcare provider

**OR**

**Switch Cam:** if you're using a mobile phone, you'll see **Switch Camera** instead of **share screen**. This allows you to use the second camera (providing that your phone has a second camera) to point to a part of your body.

## During the Consultation

### Chatting with Your Healthcare Provider

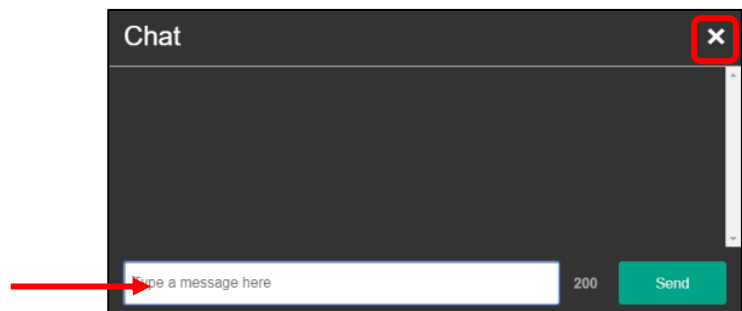
During a consultation, your healthcare provider may want to type a phrase, a medication's name or something you may need to jot down. Equally you may want to do the same. To start a chat, move the mouse around the screen for a toolbar to display at the bottom of the screen.



The Video Consultation toolbar

Click **Chat** for the chat option to appear.

- Click in here and start typing
- Click **Send**

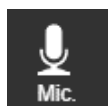


Click the **X** button to close the chat window.

### Muting your Microphone

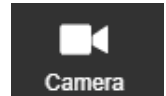
During a consultation, you may want to mute a call for a short while, for example when someone unexpectedly walks into the room and you don't want the healthcare provider to hear the exchange.

To mute the **Mic**, click the microphone button found at the bottom of the screen (move the mouse around if you can't see it). Once clicked, it will show a red diagonal line through it. To resume use of the microphone, **click** the Mic button again.



## Turning off the Camera

For scenarios similar to Mic use, you may want to turn off the camera for a short while. To do so, **click** the camera button to turn it off and click again to resume video. *If you can't see the button, move the mouse around.*



***If you mute your Mic or switch off you camera, please remember to warn your healthcare provider beforehand.***

## Sharing the Screen

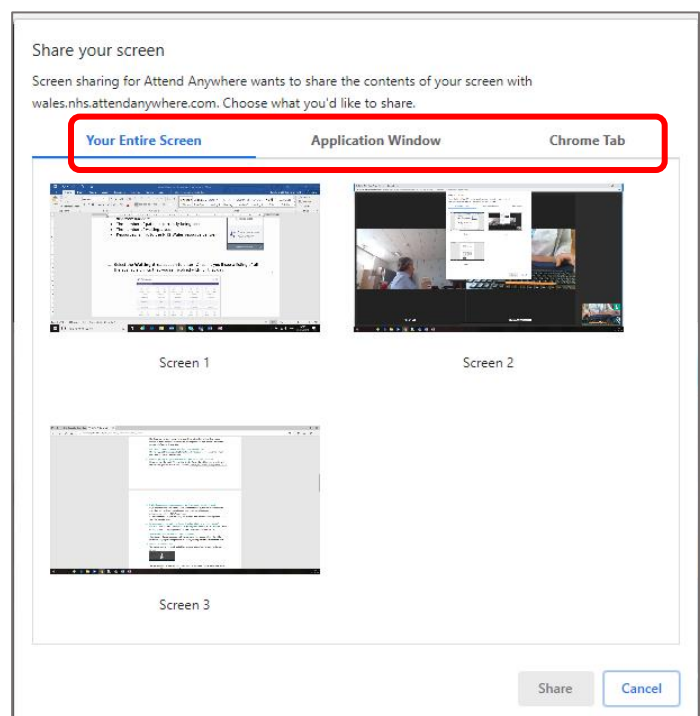
There may be times where you would want to visually share your screen with your healthcare provider. You can share a letter, a picture, a website, etc from your desktop computer, your laptop and your tablet.



To do this, click the **Share Screen** button.

As the image across shows, there are three sections to choose from:

- Your Entire screen
- Application Window
- Chrome tab.



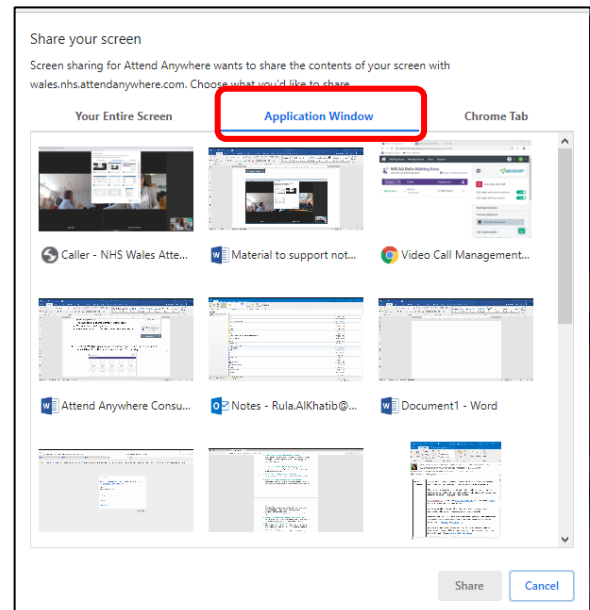
### Sharing the Entire screen:

This will share the entire screen contents with your healthcare provider. After sharing, click **Stop Sharing** to return to the call.

### Sharing the Application Window

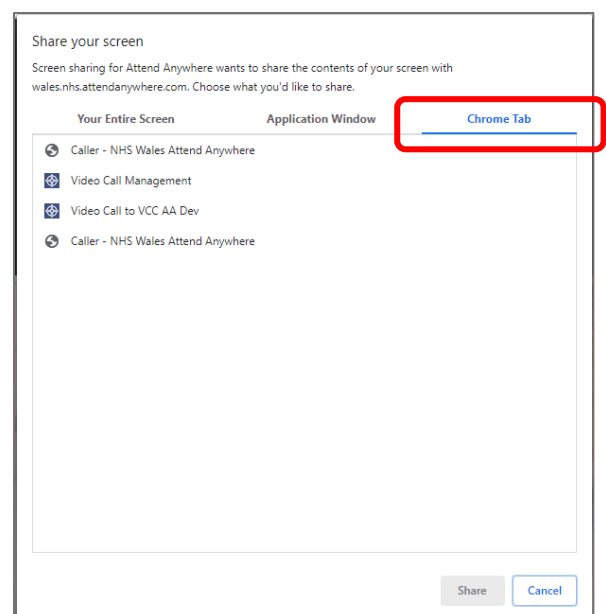
This option will show you all the applications/windows already open on your device for you to choose from. Select the correct screen to share and click **Share**.

Click **Stop Sharing** to return to the call.

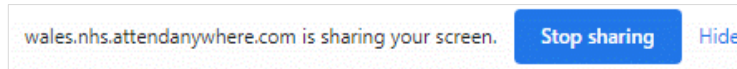


### Sharing tabs on Google Chrome

Use this option to share any Internet pages you have already opened via Google Chrome. **Select** the correct tab then click **Share**.



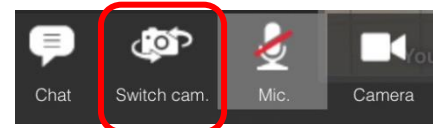
Remember to stop sharing your screen by clicking the **Stop Sharing** button.



***If you've planned in advance to share something with the healthcare provider, have it ready by opening/accessing it before starting the call.***

### Switch Camera

When using a mobile phone, you'll see **Switch Camera** instead of **Share screen**. Providing that your phone has more than one camera, flipping the screen will allow you to move to the second camera which you could use to point at a certain part of your body to show a bruising or a swelling.

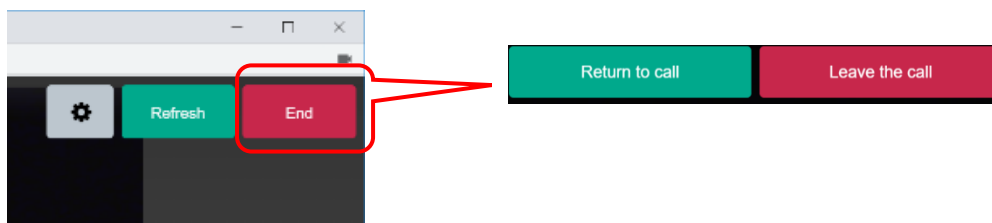


### Ending the Call

If you need to end the call, for example you might be informed that the clinic is running an hour late, you may then choose to leave the virtual waiting room and re-join again later (before the hour is over).

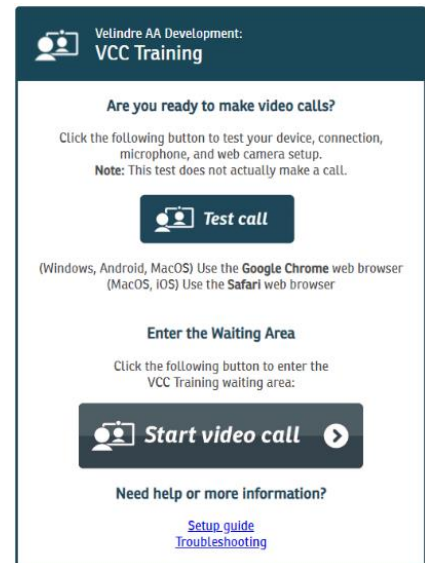
To re-join a call, use the last screen you saw after leaving or the original invitation link to bring you back into the waiting room.

To end the call, click the **End** button in the top right corner



This will present you with two options, **Return to Call** (to resume) or **Leave the call**. When you leave, a message will appear confirming that the call has ended and the Start Video screen will re-appear.

To return to the waiting room, click **Start Video Call** again.



## Frequently Asked Questions

### **1. Can a family member join me for a Video consultation?**

Like physical appointments, a member of your family, a friend, your carer can join you during the consultation. They will need to be invited into the call, so their contact details, i.e. mobile number/email address will be required

### **2. Will I be able to have a translator present?**

Similar to the previous answer, the translator will need to be invited into the consultation. Please make sure you inform the hospital team that you require one so this can be organised in advance

### **3. I can't hear the healthcare provider very well?**

- Check the volume on your electronic device
- Is your mobile phone/tablet connected to an external speaker via Bluetooth? If so, you need to disconnect
- If you're using a desktop computer, does it have built in speakers? If not, you will need to connect to external speakers

### **4. Will I be able to attend the appointment on my mobile while out and about?**

Yes you can use your mobile device, but you will need to be in a **private, quiet** and **well-lit** space for the healthcare provider to speak freely, hear you and see you. Also try to sit in an area free of glare, not too close to the window as that may be too bright on a sunny day

### **5. I am visiting a family member on the day of the appointment, can I attend the consultation there?**

Similar to the previous question, you can attend the virtual consultation anywhere as long as you have access to a private space

### **6. What if my Wifi isn't working, can I still attend the Virtual Consultation?**

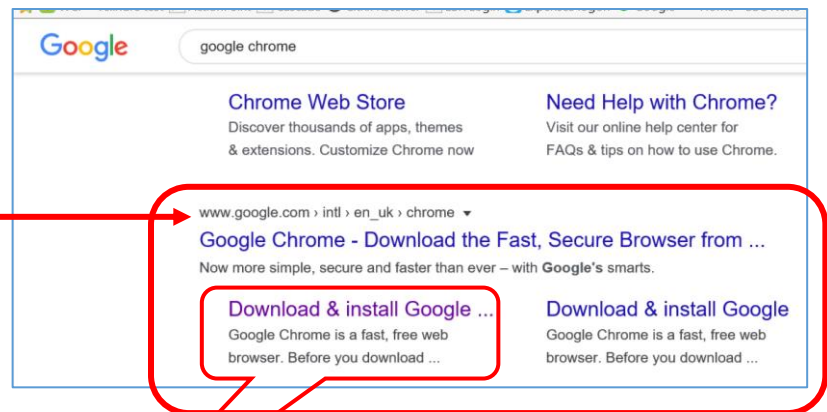
This depends on the electronic device you're using and access to mobile data. For example, if your Wifi isn't working and you're using a mobile phone, it'll try to use your data plan, if you have one, to connect to the call. There may be a charge for using the internet, please check your data plan and if you have one, to avoid incurring any charges.

## 7. I don't have Google Chrome, how do I get it?

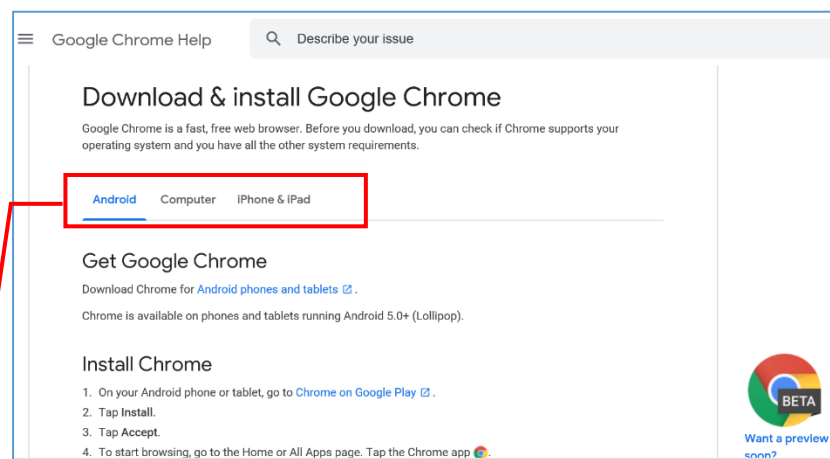
If you don't have Google Chrome already then the following steps will explain how to obtain it. There is a slight difference depending on the type of device you're using.

- a) Go to the **Internet** and in the **search box** type in **Google Chrome**
- b) Scroll down the page a little and find the link **Download and install Google Chrome**

Make sure it says **Google.com** to ensure you're looking at the correct website



- c) Click on the link **Download & Install Google Chrome**  
Once the page appears, it should look something like the image below



The three tabs **Android**, **Computer** & **iPhone/iPad** will provide slightly different instructions, so depending on the device you're using, choose (click it/tap it) the appropriate option

d) Follow the instructions to install Google Chrome

**For more information about Video Conferencing, please visit the site**

**[www.digitalhealth.wales/tec-cymru/vc-service](http://www.digitalhealth.wales/tec-cymru/vc-service)**

**If you receive this document electronically, please click on the link provided.**