

Video consultations using Attend Anywhere®

This leaflet explains more about the use of Attend Anywhere® for video consultations. If you have any further questions, please speak to a doctor or nurse caring for you.

What is Attend Anywhere®?

Attend Anywhere® is a website used to connect clinicians and patients using video. This would happen instead of a face-to-face appointment, saving your travel time and cost and reducing the inconvenience of having to come to the hospital. You will need to have access to a smartphone or computer with a webcam, and have a good internet connection.

Who can use the service?

Your doctor or nurse will discuss the option of having your consultation via video if it is suitable for your care. This is generally the case where

- a physical examination or test is not needed
- a patient is travelling a long distance to attend their appointment
- a patient is undergoing regular, scheduled care that is disruptive to everyday life
- it might be useful to see the patient's home environment or their at-home medical devices
- a patient is unable to attend hospital due to a physical or mental health condition.

Even if the doctor or nurse discusses the option of video consultations with you, it is still your choice to come to the hospital for a face-to-face appointment if you want to. You can also return to having face-to-face appointments after having a video consultation if you wish.

How does the service work?

If you agree to having your appointment via video, you will receive reminders for these appointments via text message. These messages will contain the link to your virtual waiting room on Attend Anywhere®.

When it is time for your appointment, go to the link in the text message. After you click the **Start video call** button, you will be asked to enter your name, date of birth, and a contact phone number. You will not be asked for any other information.

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 (for example YouTube), you can make a video call.
- **A private, well-lit area** where you will not be disturbed during the consultation.
- **One of these:**
 - 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 or mobile devices

Is it secure?

Video calls are secure. Your privacy is protected. You have your own private video room that only you and authorised clinicians can enter.

How much does a video call cost?

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

How much internet data will I use?

You don't use any data while waiting for a clinician to join you. A video call uses a similar amount of data to Skype® or FaceTime®

How to get started

- 1 Click on the link in your text message.
- 2 Click on the **Start video call** button and follow the instructions.
- 3 You wait in your own private video room. Your healthcare provider can see you arrive in the waiting area queue. None of the other patients will be able to see you or any of your details.
- 4 Your healthcare provider will join you in your video room when they are ready.
- 5 You can see the clinician and they can see you. You will not have to type your responses to any questions.
- 6 At the end of the appointment, the clinician will disconnect the call and the web page will close. If you would like to leave the call before this point, click **End** in the top right-hand corner.

What happens if my connection drops out?

You should try to make sure there is a good quality connection (through Wi-Fi, 4G or wired connection) before starting the call, although this cannot always guarantee a perfect connection. If the connection drops mid-consultation, the clinician will try to reconnect. If this cannot be done via video, they may attempt to call the mobile number we have on your record. Please make sure the contact details we have for you are kept up to date.

How is my data used?

No part of the Attend Anywhere® online video consultation will be physically recorded or permanently digitally stored. The medical outcomes of the consultation will be recorded and stored as a permanent part of your patient records held by the hospital. This happens in the same way as for face-to-face or telephone consultations. Some personal information is stored on the computer being used, and you need to be aware of this - particularly if you will be using a public or shared computer. If you are receiving a video call on a mobile phone this is only as secure as any other phone call on that mobile network.

Important points

- The use of video is completely voluntary and you can change your video-based appointment to a face-to-face appointment at any time by calling the service to re-book your appointment.
- Keep your browser (Google Chrome or Apple Safari) up to date by allowing updates to install. This generally happens when you close the programme or update through the Apple App Store, or Android stores, such as Google Play and Amazon.

- Video consultations are securely encrypted, however, it is your responsibility to make sure that you have adequate anti-spyware and anti-virus protection on your hardware.
- If you are receiving a video call via a mobile phone, this may be only as secure as any other phone call on that mobile network.
- Attend Anywhere should not be used as an emergency contact.

Useful sources of information

Attend Anywhere®, [w: www.attendanywhere.com/](http://www.attendanywhere.com/)

Contact us

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [w: www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline. **t:** 020 7188 8748, Monday to Friday, 9am-5pm

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk
t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch. **t:** 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day. **t:** 111 **w:** www.111.nhs.uk

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing. **w:** www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

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