

Group video consultations using BlueJeans®

This leaflet explains more about the use of BlueJeans® for group video consultations. If you have any further questions, please speak to your clinical department.

What is BlueJeans®?

BlueJeans® is a video conferencing tool used to connect clinicians and patients in a group setting through a virtual meeting room. This would happen instead of a face-to-face group appointment, saving your travel time and cost, and reducing the inconvenience of having to come to the hospital for your group appointment. 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 group consultation via video if it is suitable for your care. This is generally the case where

- a physical examination or test is not needed
- your clinical team believe group sessions are beneficial as part of your care or treatment plan
- you have previously attended group clinics or group patient education sessions in-person which is not currently possible due to coronavirus restrictions.

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

How does the service work?

If you agree to have your group appointment using video, you will receive reminders for these appointments via text message. Near to the time of your group video appointment you will also receive a text message containing the link to your group video session, the meeting ID and a secure 4-digit participant passcode to join the video call on BlueJeans®. Alternatively, your clinical department may share this information over the telephone with you at the time the appointment is booked.

Please make sure you use the link, meeting ID and passcode to join the group video call at the time and date of your appointment only.

When it is time for your appointment, go to the link in the text message. After you click this you will be prompted to download the free BlueJeans® app via your app store. You will be asked to enter your first name (as a minimum) to join the call. This will be visible to all participants in the group. If you do not wish for your name to be seen by others, please enter a pseudonym (different name). You will not be asked for any other information.

If this is the first time you are attending a video consultation, we suggest that you check and test your equipment in advance. Please accept any requests to access your phone's camera or microphone. If you do not want to be on camera, please mute your video on joining the group session.

Frequently asked questions

What do I need to make a video call?

- **A good connection to the internet.** A quick and easy test page is, [w: wwwfast.com](http://www.fast.com) (recommended by BlueJeans®) who say 1.5mbps is required.
- **A private, well-lit area** where you will not be disturbed during the consultation.
- **One of these:**
 - A web browser on a desktop, laptop or tablet
 - A smartphone if joining on a mobile device. The minimum supported iOS version is 11.0 and later.
- **Web-camera, speakers, and microphone** already built in to laptops or mobile devices.

Is it secure?

BlueJeans® group video calls are secure. Your privacy is protected and the meeting is not recorded. No data is stored from the group video consultation. This includes audio, video and text.

How much does a video call cost?

The video call is free (except for your usual internet or mobile data usage).

How much internet data will I use?

A group video call on BlueJeans® uses a similar amount of data to Skype® or FaceTime®. Data usage begins once the call is connected and you are waiting to join the meeting in the virtual lobby.

How to get started

- 1 Click on the link in your text message.
- 2 If prompted to, download the BlueJeans® app from the app store, then click the icon to enter. You may be prompted to “sign up” and access a “free trial” – Please note, this is **not** necessary, and you can join the group video call as a guest user.
- 3 Enter the meeting ID and participant passcode you received in your text message or from your clinician.
- 4 Enter your name to join the session (or a pseudonym).
- 5 You will wait in a shared virtual lobby where other group participants will see the name that you entered on joining the call.
- 6 Your healthcare provider will join you in your video room when they are ready. You will only join the meeting once your clinician has joined and admitted you.
- 7 You can see the clinician and other group participants, and they can see you (unless you have muted your video).
- 8 At the end of the group session, the clinician will disconnect the call for everyone and the web-page will close. If you would like to leave the call before this point, click ‘leave call’.

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, you will be required to reconnect if you can. Try to move closer to the router/gain access to a better signal/plug-in power and then re-join the call through the same link you used to first join.

Please make sure the contact details we have for you are kept up to date in case we need to contact you after the group video session has ended.

How is my data used?

No part of the BlueJeans® online video consultation will be physically recorded or permanently digitally stored, and GDPR guidance is followed. Your attendance at the group video session will be noted and stored as a permanent part of your patient record held by the hospital. This happens in the same way as for face-to-face and telephone consultations. 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 group video-based appointment to a face-to-face appointment at any time by calling the service to re-book your appointment.
- Keep your browser and mobile iOS software up to date by allowing updates to install.
- 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.
- If you do not want to be on camera, please mute your video on joining the group session.
- **Do not** record the session on another device.

Useful sources of information

BlueJeans® **w:** wwwsupport.bluejeans.com/s/

Contact us

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** 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

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