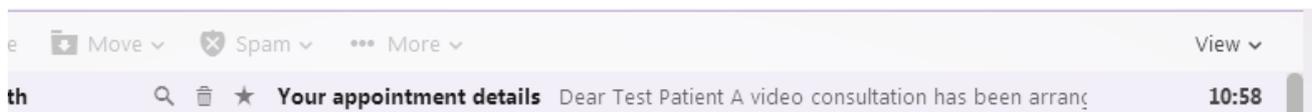


Instructions for patients using a laptop or PC for Video Consultations

Please follow these instructions to prepare for your video consultation;

1. Make sure the camera on your computer is plugged in, switched on, free from obstruction and the microphone is not muted.
2. Open your email client.
3. You will have received an email from your Practice containing the details of your Video Consultation. Make sure you understand what the email is telling you about who your consultation is with and the time and date. Contact your practice in plenty of time before your Video Consultation is due to start if you have any questions or concerns.



To join the video consultation

1. To start the Video Consultation click on the Join button in the email



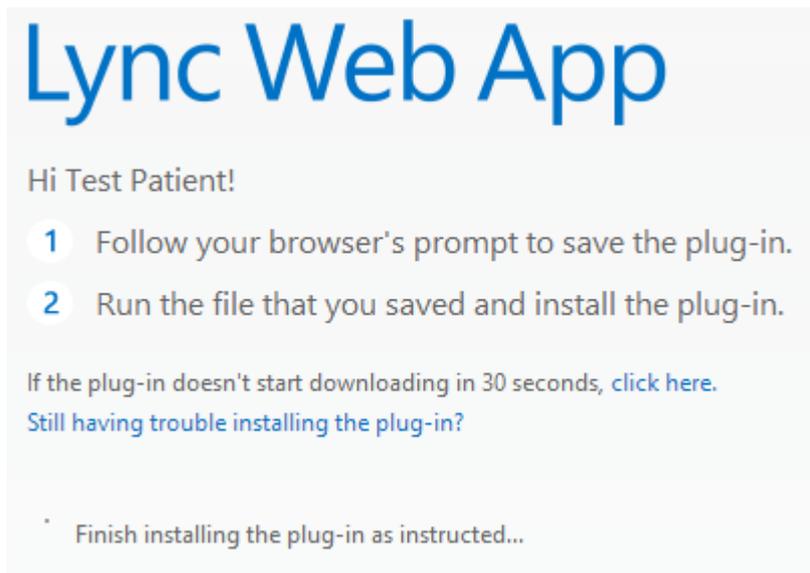
2. Your Internet Browser will open and start to download the software required to connect you to your Video Consultation. The software is called the Lync Web App Plug In.
3. Type your name into the following box. This is so the clinician will be able to correctly identify you. Make sure you use the name that the clinician will be familiar with – don't use nick names or abbreviations.

Guest, type your name below

4. Click on "Join the meeting" to start downloading the Lync Web App Plug In software.



5. The Lync Web App Plug In will then start to download.



Lync Web App

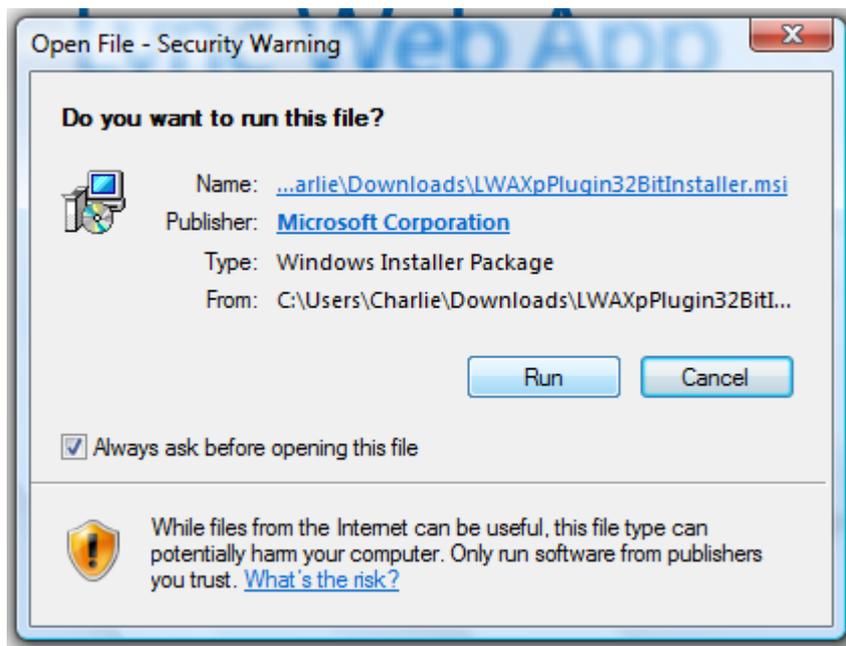
Hi Test Patient!

- 1 Follow your browser's prompt to save the plug-in.
- 2 Run the file that you saved and install the plug-in.

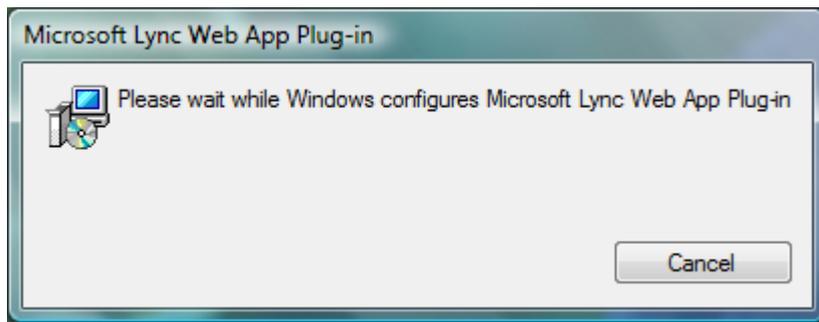
If the plug-in doesn't start downloading in 30 seconds, [click here](#).
[Still having trouble installing the plug-in?](#)

* Finish installing the plug-in as instructed...

6. When prompted, click on the run button to install the Lync Web App Plug In. Do not worry if any messages are displayed stating the files may harm your computer. This is a standard message displayed by the Internet browser when any file is downloaded.



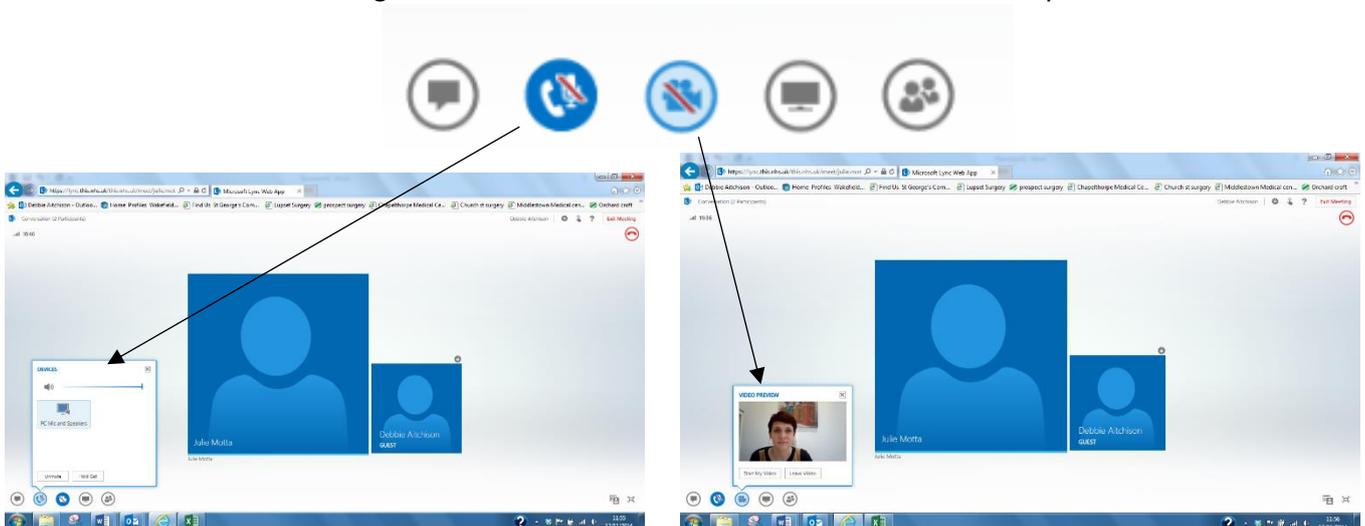
7. A message will appear telling you that the software is installing and being configured for use.



8. Once the software has installed you will be taken to the Virtual Lobby. You will be held in the Lobby until the clinician you are having your consultation with connects.

Hello. You're in our virtual lobby, so make yourself comfortable. The organizer will let you in soon.....

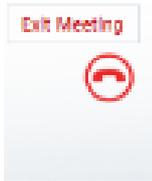
9. When the clinician connects through you will be able to see the clinician, in the large window in the centre of the screen. If you cannot see yourself on the screen or hear anything check the circle icons at the bottom of the screen.
If there is a red line through the telephone circles click on the icon and select 'unmute'
If there is a red line through the camera circle click on the icon and select 'start my video'



During the consultation;

- Speak clearly so your voice can be picked up by the microphone.
- Look at the camera so you can achieve good eye contact with the Doctor.
- If you have a question or need help during the video consultation, just ask

10. To end the Video Consultation click on 'exit meeting' in the top right hand corner of the screen.



Click "OK" to confirm exiting the Video Consultation.

Tips for Successful Video Consultations

Make sure you have the necessary equipment – a video camera and microphone – and that they are working well in advance of the time your Video Consultation is due to start.

If using a laptop, ensure that the battery has sufficient charge to complete the Video Consultation or connected to a power supply.

Make sure you are able to conduct the consultation without fear of sensitive details being overheard or seen by anyone you are not comfortable with knowing that information.

Check the environment is suitable for video and audio – for example it is well lit, you are in front of a dark background and the background noise level is low.

Read the email containing the details of your video appointment at the earliest opportunity. If you have any questions, queries or anything appears to be incorrect then contact the Practice as soon as possible.

Prepare your computer well in advance, and that you are in the "Lobby" ready to make the connection to the clinician around 10 minutes before it is due to start.

Be aware that the clinician you are having the consultation with may be a little late connecting through; be patient. Contact the Practice by telephone if the consultation hasn't commenced within 15 minutes of the time it was due to start.

If the consultation is stopped because of technical issues, such as loss of internet connectivity, the clinician will attempt to contact you by telephone to establish the next steps – attempt to re-connect or to offer an alternative.

Do not attempt to record either the video or audio from your consultation.