

Instructions for patients using a Smart Phone or Tablet for Video Consultations

Please follow these instructions to prepare for your video consultation;

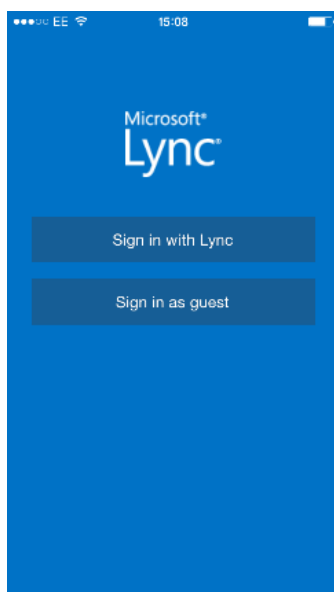
1. Install the Lync 2013 App on your device. You will need to download the App from the appropriate App store for your device – iTunes or App Store for Apple devices and Google Play for Android devices.
2. Make sure the camera is switched on, free from obstruction and the microphone is not muted.
3. Open your email client.
4. 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

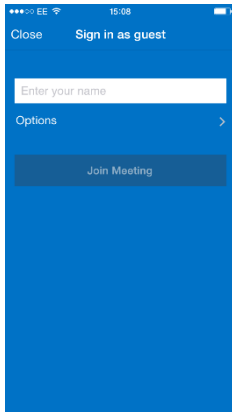
5. Open the email from your practice with the details of your video consultation.
6. To start the Video Consultation click on the Join button in the email. Note, you may have to view the email as HTML to see the button correctly.



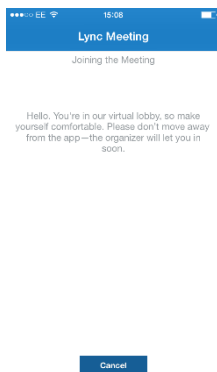
7. The Lync App will be launched. Select “Sign in as guest”.



8. You might be asked if you want to allow pop up notifications- click 'no'
9. You may also be asked if the app can access your contacts- again click 'no' as this is not required for a video consultation.
10. Type your name into the box and select 'join the meeting'



11. A message will appear telling you that you are in the 'virtual lobby'.



12. When the clinician is ready to start the consultation will appear on your screen
13. A message asking if you would like to allow access to the microphone may appear. Click 'yes'
14. **If you cannot see yourself on the screen check the circle shaped icon with a camera in it and then click 'start video'.**

If you cannot hear anything then click on the circle shaped icon with a phone in it and select 'unmute'



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.
- You can minimise the image of yourself, so you can just see the Doctor if you prefer.

At the end of the consultation;

15. Touch the screen so that the tool bar appears on the top of the screen.

16. Click on the the three dots in the top right corner ◦ ◦ ◦

17. Choose 'exit conversation' to leave the consultation.

You can delete the app or leave it on your device for future consultations.

Tips for Successful Video Consultaions

Make sure the video camera and microphone are working well in advance of the time your Video Consultation is due to start.

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 been overheard or seen by anyone you are not comfortable with knowing that information.

Check your environment is suitable for video an audio – for example it is well lit, you are in front of a dark back ground 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 device well in advance. Download the App in good time before the consultation. Make sure 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 consultiation 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.