

## Patient information factsheet

# How to attend your video appointment (audiology and hearing therapy)

We have given you this factsheet because we would like to offer you a video appointment. We know that for some people this may sound daunting, particularly if you aren't used to using modern technology, but we hope that the step-by-step instructions included below will help make the process much easier for you.

### What is a video appointment?

A video appointment is where you speak to a doctor or healthcare professional using the video camera in your smartphone, tablet or computer in the comfort of your own home.

### What are the advantages of video appointments?

Video appointments have some advantages over face-to-face appointments, such as:

- they can save you time as you will not need to travel for your appointment
- they help to stop infections spreading, such as coronavirus (COVID-19)
- they are often quicker than face-to-face appointments, so you are more likely to get an appointment sooner
- they allow doctors to speak to people who aren't able to travel, such as those shielding, in self-isolation or facing transport difficulties

### What will I need for a video appointment?

You will need:

- a smartphone, tablet or computer that allows video calling – remember to make sure your microphone and camera are switched on
- an internet connection
- a well-lit, quiet and private space

### How do I attend my video appointment?

#### Using the video clinic for the first time

When you access the video clinic for the first time, we recommend that you test the service 30 minutes before your appointment. This will allow time for you to identify any problems or issues before your scheduled appointment time.

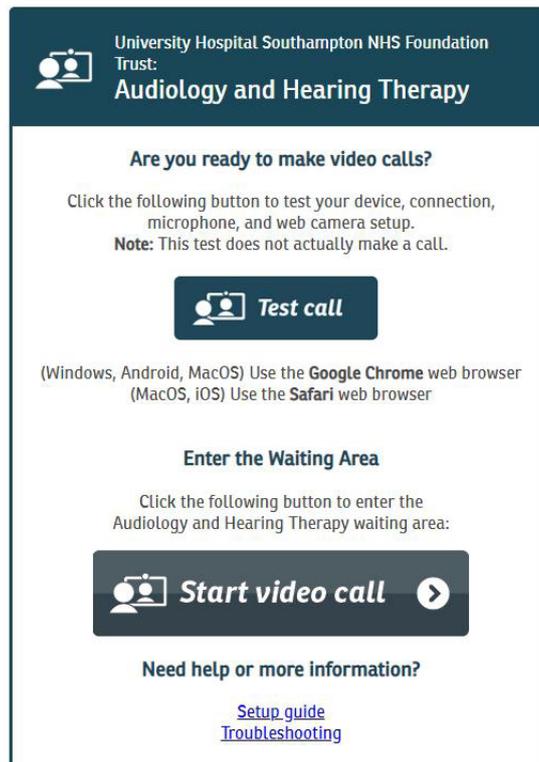
#### Step one

Visit the web page\*: <https://nhs.vc/audiology-and-hearing-therapy>

\*To do this, open your internet browser, such as Google, then type the web page link above into the search box and the website will open on the screen.

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Once you have followed the link, you should be taken to the screen below.



University Hospital Southampton NHS Foundation Trust:  
**Audiology and Hearing Therapy**

**Are you ready to make video calls?**

Click the following button to test your device, connection, microphone, and web camera setup.  
**Note:** This test does not actually make a call.

 **Test call**

(Windows, Android, MacOS) Use the **Google Chrome** web browser  
(MacOS, iOS) Use the **Safari** web browser

**Enter the Waiting Area**

Click the following button to enter the Audiology and Hearing Therapy waiting area:

 **Start video call** →

**Need help or more information?**

[Setup guide](#)  
[Troubleshooting](#)

Please note that the link will **not** work if you are using Internet Explorer:



If you have tried to follow the link and it hasn't taken you to this screen, please try again using one of the following programmes:



This is Safari. You will want to use this programme if you are using an Apple device, such as an iPhone, iMac, iPad or a MacBook.

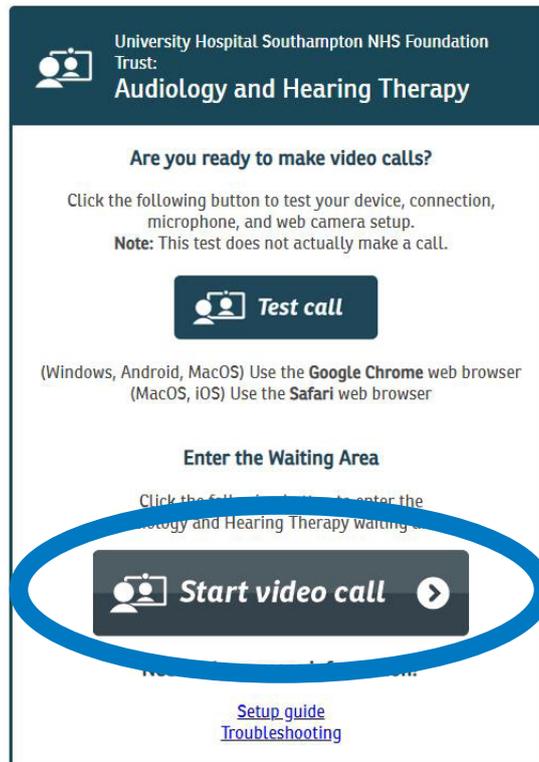


This is Google Chrome. You will want to use this programme for all other devices (anything that is not an Apple device).

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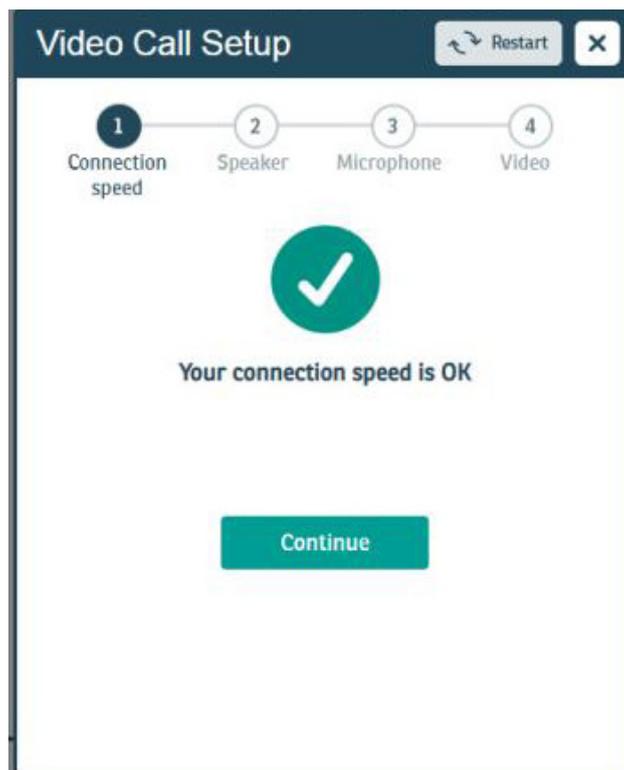
## Step two

Once you are able to see this screen, select 'Start video call' (as shown below).



## Step three

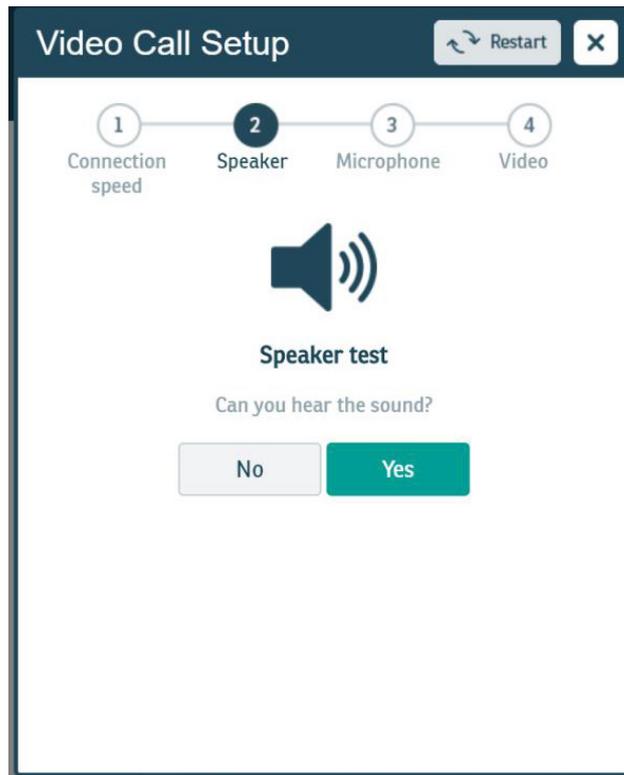
The website will check that you have a good enough internet connection. If you are using a smartphone or tablet, try to connect to Wi-Fi to make sure you have a good connection. Once your connection is established, you will be taken to the screen shown below. Select 'Continue'.



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## Step four

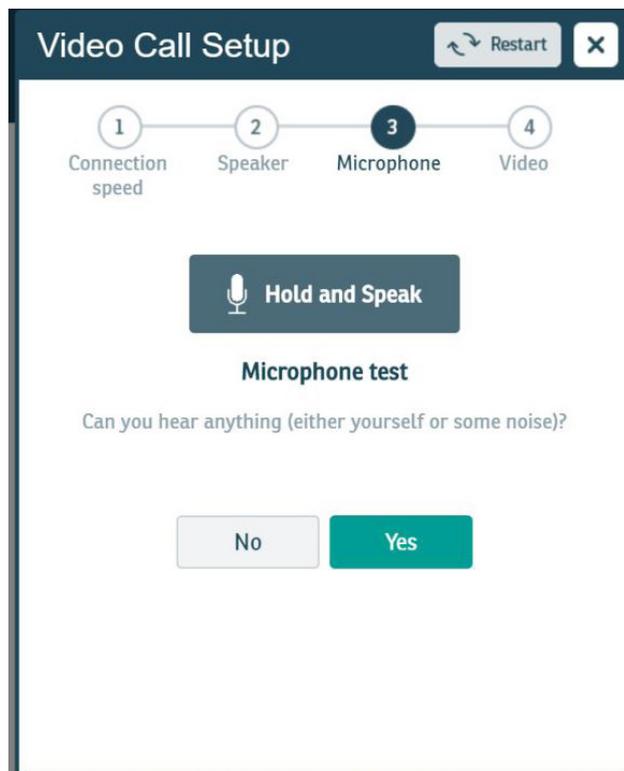
You will be taken to the speaker test screen (shown below).



Check that you can hear the tune being played. You may need to adjust your volume to make sure that you can hear it at a comfortable level. Once you are happy with the sound, select 'Yes'.

## Step five

You will be taken to the microphone test screen (shown below).

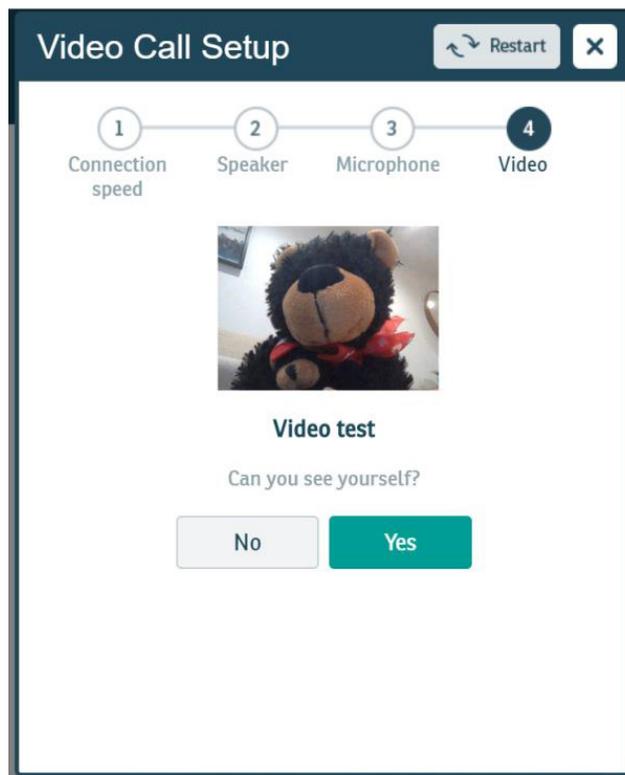


Hold down the 'Hold and Speak' button and say something. You may hear an echo of your voice or just some noise. If you hear something being played back to you, select 'Yes'.

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## Step six

You will be taken to the video test screen (shown below).



**Video Call Setup** Restart X

1 Connection speed 2 Speaker 3 Microphone 4 Video

Video test

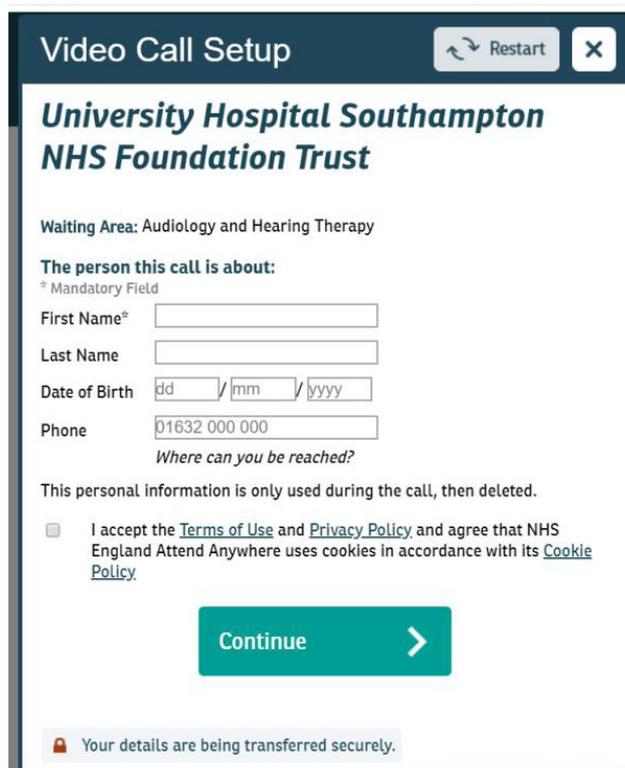
Can you see yourself?

No Yes

You should be able to see yourself in the centre box. If you can see yourself, select 'Yes'.

## Step seven

You will be taken to the screen shown below.



**Video Call Setup** Restart X

**University Hospital Southampton  
NHS Foundation Trust**

Waiting Area: Audiology and Hearing Therapy

**The person this call is about:**  
\* Mandatory Field

First Name\*

Last Name

Date of Birth  /  /

Phone  01632 000 000

Where can you be reached?

This personal information is only used during the call, then deleted.

I accept the [Terms of Use](#) and [Privacy Policy](#) and agree that NHS England Attend Anywhere uses cookies in accordance with its [Cookie Policy](#).

Continue >

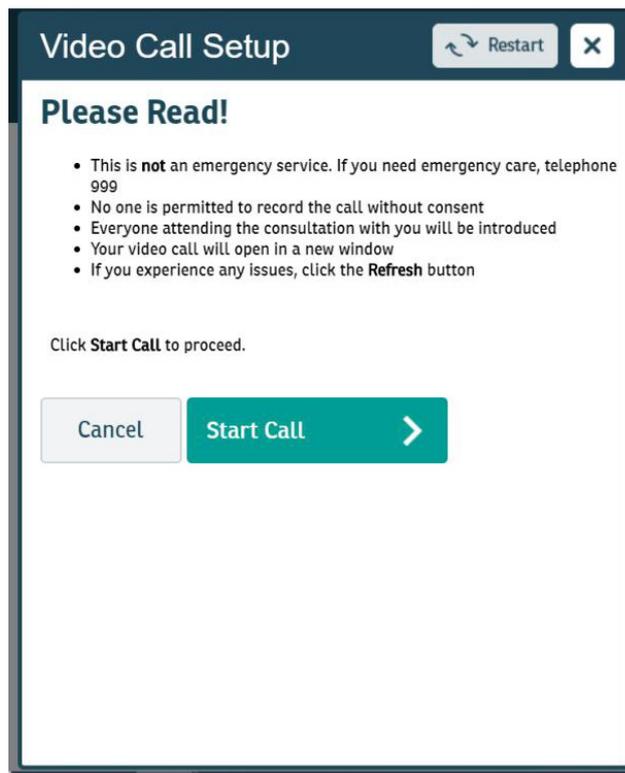
Your details are being transferred securely.

Please enter your personal details here and tick the box to accept our terms and conditions. Your details will be transferred to us securely. Once you are ready, please select 'Continue'.

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## Step eight

You will be taken to the screen shown below.



This screen provides some additional information about the call. Once you are ready to enter the call, select 'Start Call'. This will take you to our virtual waiting room. You will initially see your own image on the screen and hear some music. Once we are ready to accept the call, your appointment will begin.

### Additional help

If you are having trouble getting the video appointment to work, please visit:  
<https://england.nhs.attendanywhere.com/troubleshooting>

### Additional information

All video appointments are secure and your privacy is protected. You have your own private video room that only authorised clinicians can enter.

If you would like more information about video calls, please visit:  
<https://england.nhs.attendanywhere.com/caller>

### Tips to ensure a smooth video appointment

You may find it helpful to have a quick look at the following tips before your appointment to make sure it runs as smoothly as possible.

- If possible, use a computer, laptop or tablet for your appointment as the screen is bigger than a mobile phone.
- Make sure your device is fully charged before your appointment.
- It would be a good idea to check the appointment link before your appointment time for a 'practice run'.
- Think about your surroundings. It is not a good idea to sit outside for your video appointment, as it could be interrupted by wind noise. Make sure you don't sit with a window behind you, as this could make it difficult for us to see your face. Try to sit in a well-lit room.

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- Try not to have any noise in the background, for example, make sure you turn off the TV or radio.
- Don't worry if there are a few technical glitches, try to be patient and we will work through it together.
- Make sure you ask us to repeat ourselves if you don't quite catch what we say the first time. We are aware that video calls don't always go quite to plan.
- Your call will work fine using the microphone and speakers on your device. However, if you do own a headset (an additional headphone and microphone combination accessory), this may help with the quality of your sound.
- Be aware that there will sometimes be a short delay between us speaking and you hearing what we said. It might be a good idea to wait a couple of seconds after we have finished speaking before you reply.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **patientsupporthub@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalneeds**