

## Information about your video appointment

### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS team.  
Eastern - 01392 402093 or [rduh.pals-eastern@nhs.net](mailto:rduh.pals-eastern@nhs.net)  
Northern - 01271 314090 or [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net)

Your clinician would like to have a video appointment with you. Both you and your clinician will be able to see and hear each other using a secure online video service.

This is conducted over the internet on your PC, laptop, tablet or smartphone, instead of requiring you to attend one of our hospital sites.

It is just as important as a face-to-face appointment, and your clinician will want to talk with you about the same things by video as they would face-to-face.


### Why am I having a video appointment?

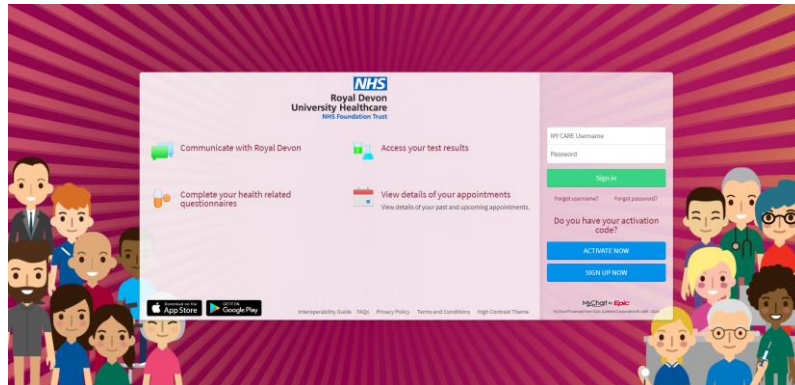
Your clinician has recommended a video appointment is appropriate to assess you. It allows a clinician to see you whilst enabling you to talk comfortably about your health wherever it suits you.

Video appointments can be more convenient, saving you time and money and reducing the stress of travelling to an appointment at the hospital.

### What do I need to have a video appointment?

- We need to have your current email address or mobile number on record to send you the joining link. If you're not sure if we have your current details, please call the number on your appointment letter to check and update us.
- It helps to be signed up to MY CARE. MY CARE is the easiest way to see your future appointment details and joining links for video appointments. We encourage you to sign up to MY CARE via our website: [www.royaldevon.nhs.uk/patients-visitors/my-care/](http://www.royaldevon.nhs.uk/patients-visitors/my-care/) or by downloading the app – search for 'My Chart' in the App Store (iPhone) or Google Play Store (Android), then select Royal Devon University Healthcare NHS Foundation Trust from the list within the app.

- The app on your phone or tablet is called MyChart and looks like this: 
- The URL to log in via a web browser is <https://mycare.exe.nhs.uk/> and looks like this:



- Good connection to the internet
- A quiet, private, well-lit area where you will not be disturbed
- A PC, laptop, tablet or smartphone with web browser **and** camera, speakers and microphone (these will already be part of many laptops, tablets and smartphones). Make sure your device will have enough power for your appointment.

We are using Microsoft Teams for video appointments. You do not need to have a Microsoft Teams account or app to have a video appointment. If you have used MS Teams or Zoom previously then this process will be very similar.

## How do I join my video appointment?

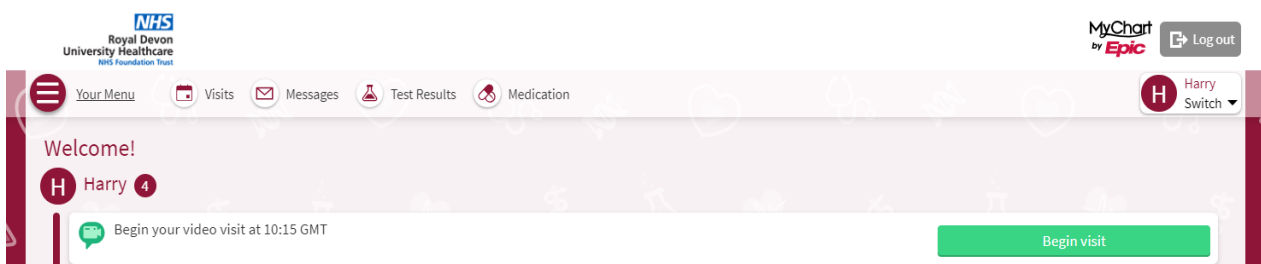
The day before your appointment, we will send you your joining link by email and text, to the email address and/or phone number we have on record. You can also find your joining link in MY CARE.

If you're not sure if we have your current contact details, please call the number on your appointment letter to check and update us, or update your information in MY CARE.

You can join your appointment 15 minutes before it is due to begin.

### To join via MY CARE

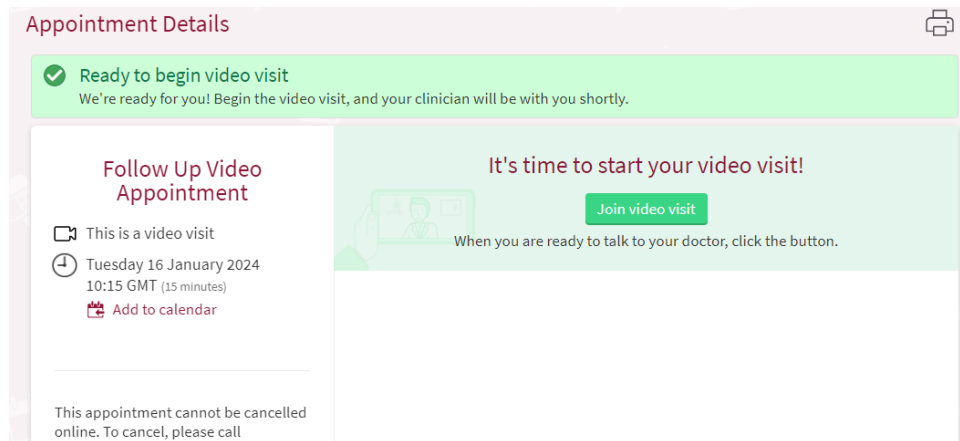
1. Log into your MY CARE account
2. On the home page you will have a section for your Video Visit. Click 'Begin visit'.



© 2024 Epic Systems Corporation

The MY CARE App is powered by MyChart® licensed from Epic Systems Corporation, © 1999-2024

- This will take you to the Appointment Details page, which displays more information about your appointment. Read any appointment information and click 'Join video visit'.



© 2024 Epic Systems Corporation

The MY CARE App is powered by MyChart® licensed from Epic Systems Corporation, © 1999-2024

- The video appointment will open in the internet browser of the device you are using. For example, this could be Google Chrome or Safari.

### To join from email with a link

When you're ready, click the link in your email and the video appointment will open in the internet browser of the device you are using. For example, this could be Google Chrome or Safari.

### To join from text message with a link

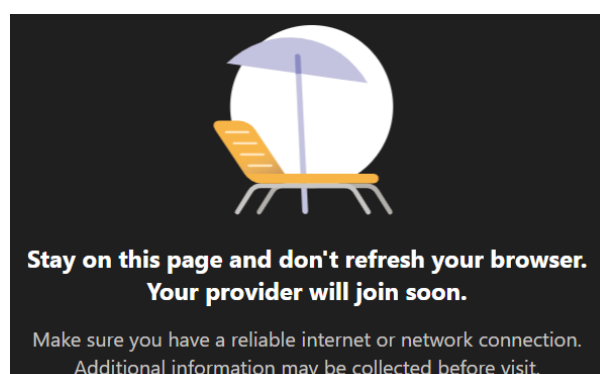
When you're ready, click the link in your text message and the video appointment will open in the internet browser of the device you are using. For example, this could be Google Chrome or Safari.

If you click on the link from a text message, you will be using your mobile phone to join the video appointment. If you prefer to use a tablet or computer, as the screen size makes it easier for you to see the clinician, you will want to use the link sent to you by email.

### Once you have clicked the link to begin your video appointment

- You will see this screen until the clinician joins your appointment.

Delays may occur, and we apologise if there is any delay with your video appointment. We will send you a text and/or email if we are running late, with a phone number to contact if you are still waiting after 30 minutes.



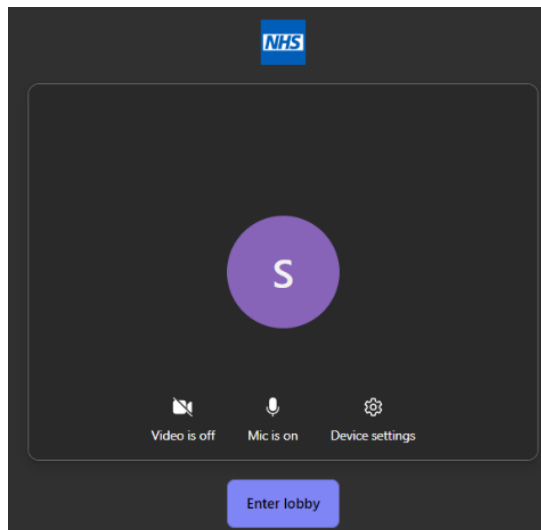
2. Once the clinician joins the appointment you will be prompted to enter your name in the box, then click 'Get started'.



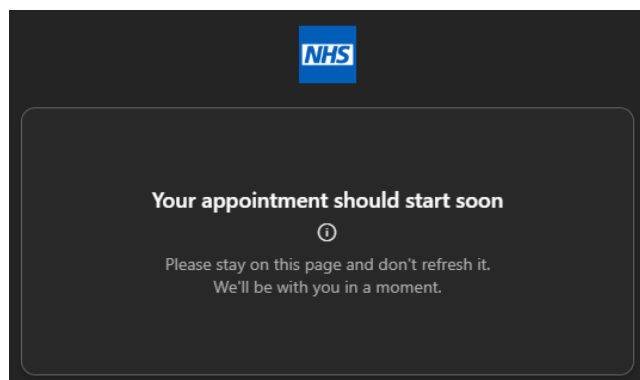
Welcome to your appointment. Enter your name to let us know you're here.

Get started

3. Check your camera and microphone are on. If you are having issues, click on 'Device settings' and check that Microsoft Teams is connecting to the correct devices. Once you are ready, click 'Enter lobby'.



4. Your clinician will admit you into the video appointment when they are ready.



## During your video appointment

Once in the appointment with your clinician, you have access to the toolbar at the bottom of the screen. The layout might be slightly different depending on what device you are using.

These are some of the features in the toolbar:



**Share screen:** If the clinician has asked you to share something on your screen, click this and select the window, screen, or application to share.



**Video on/off:** Click this button to toggle your camera on/off



**Mic on/off:** Click this button to toggle your microphone on/off



**Settings:** Click this to control which devices you are using for your sound, microphone, and camera.



**More actions:** Click this to be given the option to turn on live captions



**Leave call:** Click this once you have finished with the video appointment



**Messages:** Click this to access the text chat functionality. The clinician may put information in here, such as a link to a website they think will be helpful for you. You can also put text in here. Please note that you will not be able to access the chat once you leave the video appointment, so make a note of anything you would like to reference later.



**Participants:** Click this to view the participants of the meeting

## Is it secure?

Video appointments are secure. Your privacy is protected.

There is no need to create an account and no information that you enter is stored.

Every video appointment has a unique link, so only those invited will be able to join. Anyone additional who needs to join your appointment, such as an interpreter, will be agreed with you and they will be specifically invited to your appointment.

You will need to make sure that you are in a private area when you have your video appointment.

If you are familiar with using Microsoft Teams for work, you may know that meetings can be recorded. Your appointment with us will **not** be recorded.

## How should I prepare for my appointment?

Please be sure that:

- You are available to speak to the clinician and your device is loud enough
- You have a list of all your current medication (prescribed and non-prescribed) and any documentation relevant to your condition or appointment
- You have a pen and paper ready to write down any notes
- You are somewhere quiet and free from distractions. This should be a place where you can talk privately without background noise such as televisions, radios and pets.
- You have written down a list of any questions you want to ask, so you don't forget them

We try to keep our leaflets as up to date as possible, but sometimes we need to make changes quickly. For the latest information, please go to our website [www.royaldevon.nhs.uk](http://www.royaldevon.nhs.uk)

Please contact the department if you require any specific communication support or other relevant assistance for this appointment. You are welcome to have a partner, carer or significant other present during the video appointment.

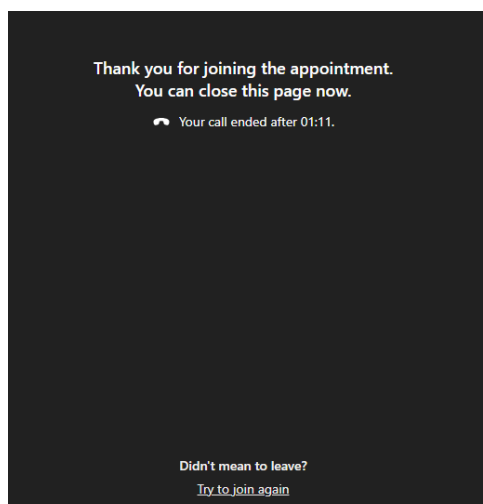
## What happens if I have issues connecting?

If you cannot hear the clinician, or the clinician cannot see or hear you, check that your speakers, camera and microphone are all turned on.

If you drop out of the video appointment, you can re-join easily. You can click on the original joining link in your email, text message or in MY CARE to join the appointment again.

If you are unable to re-join the video appointment, contact the clinical team on the phone number in the text or email appointment reminder that we sent to you.

If you accidentally leave the video appointment and would like to re-join, click 'Try to join again' and if the clinician is still in the video appointment, they will let you re-join.



## How much does a video call cost?

The video call is free (except for your internet usage). If you're connecting from a tablet or smartphone, try to connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

## What if I need to change or cancel appointment?

If you are unable to attend this appointment, please notify us at least three days before your appointment date by contacting us using the details on your appointment letter. This will allow us enough time to offer another patient the appointment slot.

## What happens if I miss my appointment?

Please ensure you make every effort to attend your appointment. One missed appointment costs the NHS around £160.

Some of our services have appointment reminders, so you may receive text messages or phone calls to remind you about your appointment. If you wish to opt out of this service, please contact the department on the booking letter.

If you do miss an appointment the clinician will decide on the next step, which could include re-booking your appointment or discharging you back to your GP.

## What if I don't want my appointment to be by video?

Your clinician has recommended a video appointment after considering a number of clinical factors, and also taking into account what they know about your individual communication needs.

If you feel a video appointment is unsuitable for you, please don't hesitate to contact us using the phone number at the top of your appointment letter. An alternative consultation can be discussed with your clinician, which could be a telephone or face-to-face appointment.

## Can I invite someone to join the appointment with me?

If you would like to invite someone to attend your appointment with you, you can either have them in the room with you when you conduct the video appointment or you can get a joining link sent via email or text to the person you would like to invite.

### Inviting someone via MY CARE

- Log into MY CARE
- Click 'View details' on your video appointment tile. If the appointment is not visible on the home page, go to the Visits page and click on the appointment or click the details button for the appointment
- Locate the 'View and invite participants' section and click on it
- Click 'Invite a new guest'

- You will be able to select anyone you have previously invited to a video appointment, any proxies for your MY CARE account, or invite a new guest. Select the relevant option and check or enter the details of the person you would like to invite.
- Click 'Send invitation'
- The guest will then be sent an email or text containing a link to join the video appointment

### **Inviting someone if you don't have MY CARE**

- Call the department using the phone number on your appointment letter and tell them who you would like to invite to your video appointment and their email address and/or phone number. The department will then send them an email or text containing a link to join your video appointment.

## **What happens if I need an interpreter?**

We can request for an interpreter to be on the video appointment with your clinician. Please ask a family member or friend to call the number on your appointment letter as soon as possible and tell us what language is needed, if you have not already discussed this with us.

## **What happens after my video appointment?**

We will send a letter to your GP after your appointment, and we will send a copy of this letter to you. If you DO NOT wish to have a copy of this letter, please contact the department.

## **NHS Constitution**

The NHS Constitution pledges that patients can expect to start their consultant-led treatment for non-urgent conditions within a maximum of 18 weeks from referral. This is unless the patient chooses to wait longer or it is clinically appropriate that they do so. If you have any concerns regarding the length of time you are waiting, please contact the Patient Advice and Liaison Service (PALS) on 01271 314090 or [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net), who will be happy to support you.

---

## **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact:

PALS Mid Devon, East Devon and Exeter

- call 01392 402093 or email [rduh.pals-eastern@nhs.net](mailto:rduh.pals-eastern@nhs.net). You can also visit the PALS and Information Centre in person at the Royal Devon and Exeter Hospital in Wonford, Exeter.



## PALS North Devon

- call 01271 314090 or email [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net). You can also visit the PALS and Information Centre in person at the North Devon District Hospital in Barnstaple.

## Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

---

Royal Devon University Healthcare NHS Foundation Trust  
Raleigh Park, Barnstaple  
Devon EX31 4JB  
Tel. 01271 322577  
[www.royaldevon.nhs.uk](http://www.royaldevon.nhs.uk)

© Royal Devon University Healthcare NHS Foundation Trust  
This leaflet was designed by the Communications Department.  
[www.royaldevon.nhs.uk/get-in-touch](http://www.royaldevon.nhs.uk/get-in-touch)