

# Video Consultation FAQs

## Why have I been offered this type of appointment?

We recognise that the traditional face to face hospital appointment is not always convenient due to travel, time and expense constraints. We are offering video consultations to patients who have been identified by their Clinician as someone who may be suitable for this type of appointment.

## Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter. We will not store the details you submit and any details will be transferred securely.

## Do I have to take part?

No. It's your choice whether you wish to participate in an online video consultation. If you do not wish to have a video consultation, you may request a telephone consultation instead. Please contact the Outpatient Booking Team on the contact details outlined at the bottom of your Appointment Letter.

## Will it affect my care if I choose not to take part?

No, your care will not be affected. It is your decision and we want you to be comfortable with your chosen method of clinic appointment.

## What happens if I cannot access the waiting area on the day of my appointment?

Don't worry if you cannot access the waiting area on the day of your appointment. If your doctor or nurse cannot see you in the waiting room, they will contact you on the telephone numbers we hold for you. Your consultation will be conducted by telephone where possible and if a face to face appointment is required this can be arranged.

## What happens if I am having difficulty seeing or hearing through the video?

Let your doctor know straight away if you are experiencing any technical problems with the video consultation. Firstly, check your device has access to your camera and microphone. If you are still having difficulty, if possible, your consultation can continue by telephone. Otherwise, another Video Consultation may be scheduled, or you will be offered a face to face appointment.

## What happens if I need a physical examination?

If your Clinician decides you need a physical examination, you will be offered the next available face to face appointment.

## How much internet data will it use?

Service users will not use any data while waiting for a clinician to join them. A video consultation uses less than half of the data expended while watching a YouTube video in High Definition (about 230 MB on a mobile device and 450 MB on a PC for a 20 minute call, which is similar to a Skype or FaceTime call). Data use is less on lower-speed internet connections, or if using a less powerful computer, tablet or smartphone. These factors can also reduce the overall quality of the call. Data use increases when there are more than two participants in the call.