How to Use Attend Anywhere

Patient Guide

1.   Check your device is compatible

Attend Anywhere can only be accessed via;

Google Chrome – Android, Laptops, Tablets (please download chrome if it is not available on your device)

Safari – Apple devices – iPads or iPhones

Check device for compatible – Make use your devise is updated to at least the following:

Google Chrome Windows 7+, Android 5.1+, MacOS 10.11+

Apple Safari MacOS 10.12+, iOS 11.4+, iPadOS 13+

2.   Enter Virtual Waiting Area website link

You should have been informed of the Virtual Waiting Area website link by your healthcare provider in your appointment notification (letter/email/SMS text).   It will be in the format attenduk.vc/XXXX You will need this in order to enter the virtual clinic. Type the details of the website link in the address bar at the top of the page in Chrome or Safari.

3.   Save as 'Favourite' for future use

You can save a website as a favourite and this will mean you do not have to enter the address in each time you log on.

a.   Android Devices – Google Chrome

On an Android you can **bookmark** this page
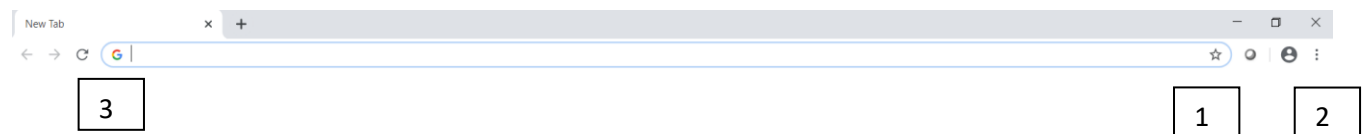
- Click on the star until it turns blue. (1) or

- Click on three little dots and click on bookmark. (2)

- The link will be stored in Google Chrome on a bookmark bar on the top of the screen just below the address bar which you can click on each time you have an appointment (3)

b.   Apple Devices - Safari

On an Apple device you can bookmark by clicking on the top righthand side click add **Bookmark or Add to Home Screen** (1)

If you add it to the Home Screen an icon will appear which you can click on every time you have an appointment

4.   Test your Equipment

Before your appointment, please test your equipment.

Using the website link you were given on your appointment notification (letter/email/SMS text) you will be brought to this screen.

You may also need to activate your camera and microphone on your device to work with your browser.

Test Call - The system will perform 4 tests to see if it is compatible for Attend Anywhere (see below) Run a test call at least 2-4 days before the clinic day and on the morning of the video call.
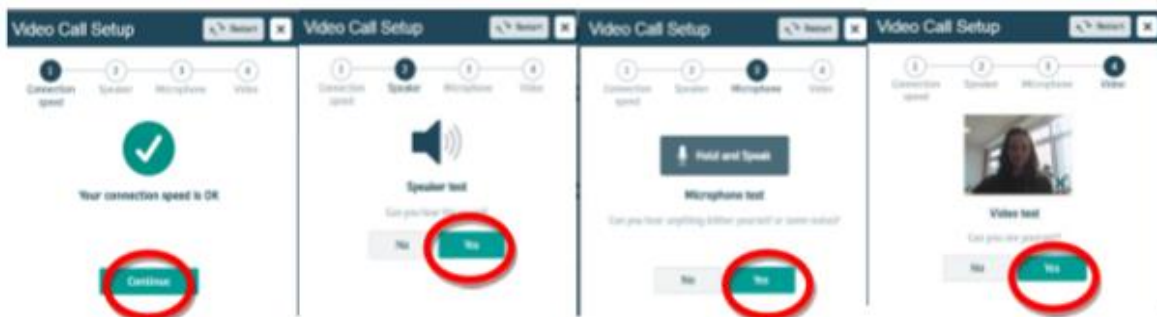
1.   Click 'Start video call' to start the virtual clinic
Start Video Call: The system will go through the same 4 tests again then you enter your details (see below) and start your video call.
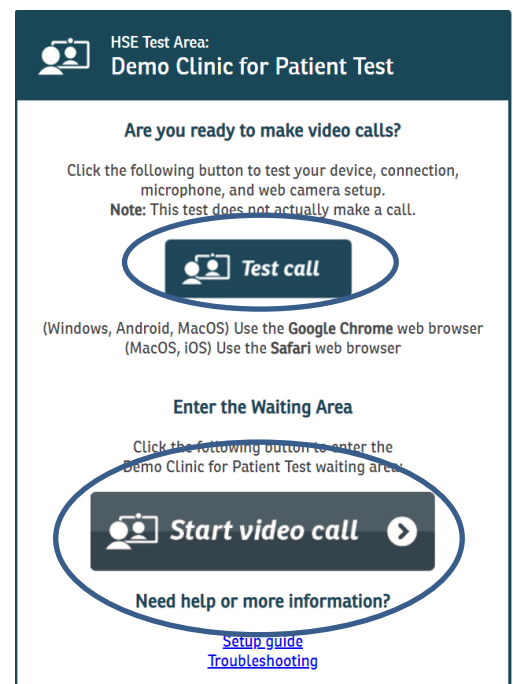
2.   On-screen Instructions
Follow the on-screen instructions for a series of checks: connection speed, speaker test, microphone test, video test. Click; **continue** or **yes** if each works:

Please Note: Microphones may not always work during the test phase if using a tablet, click yes anyway to proceed.

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3. Enter Details

Fill in the patient's First name, Last name, Date of Birth and Phone Number in the boxes shown

Enter your mobile phone number like this

0871234567

No personal information will be stored after completing your virtual clinic.

The reason for giving this information is:
- Two people of same name in waiting area they can be distinguished by Date of Birth
- Telephone number is to enable healthcare providers contact you if there is a problem with the link

Ensure you tick Terms of Use option and Click on Continue.
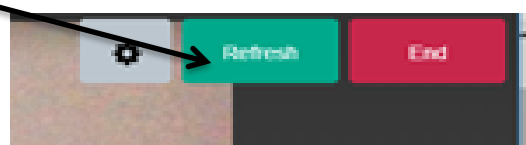
4. Press Start Call.

5. A **<u>video consulting screen</u>** will then be opened
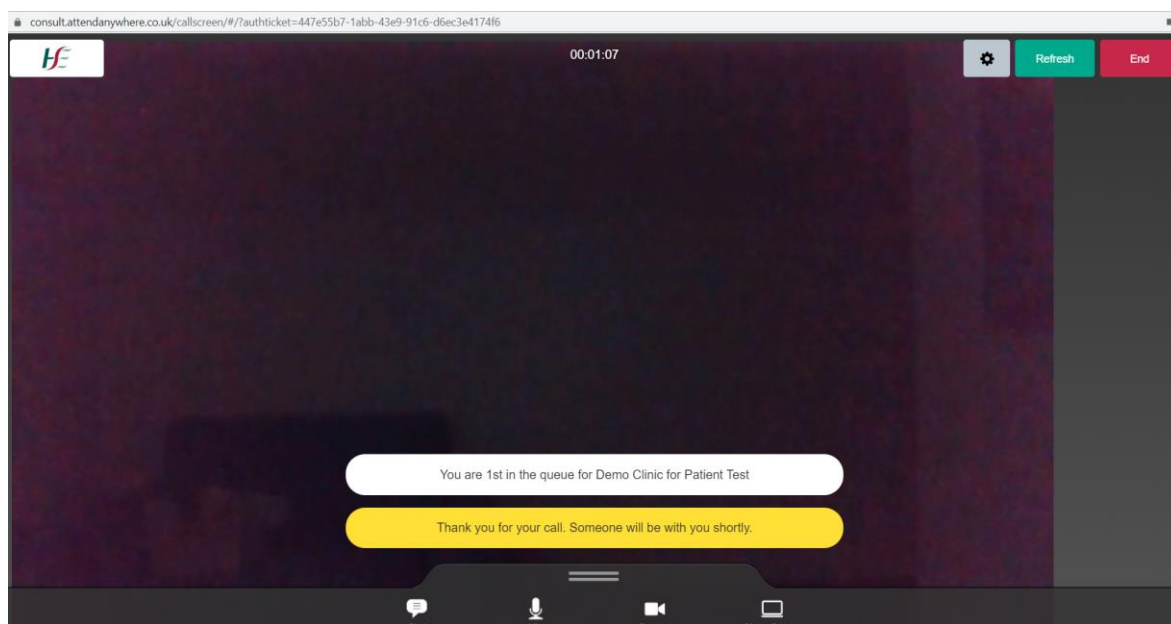
In the waiting area background music will play until your healthcare provider invites you into the virtual clinic.

6. **<u>Troubleshooting</u>**

If you are having any problems, click the refresh button in the top right hand corner of the video call screen.

7. **<u>Settings, Refresh, End – Buttons Top Right</u>**

Settings: If you are not hearing the healthcare provider you can check the settings of your speaker and microphone by clicking on this button

Refresh: if you want to refresh the link you can click on this button – the screen will go blank for 4 seconds and will resume. It is important that the person is told that you are going to do this as they may think you have abruptly ended the call and hang up them. You may need to refresh if the screen freezes.

End: When the virtual clinic has concluded you end call by clicking on **end** and then clicking on **Leave Call**.

<u>Please note:</u> If the call disconnects before the consultation is finished, you will have to call in again following the process above.

8.   Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised healthcare providers can enter.

9.   How much internet data will I use?

You don't use any data while waiting for a healthcare provider to join you. An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

10.   How much does a video call cost?

The video call is free (except for your internet usage)

Smart phone and tablet users If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

5.   Appointment Day

Things to bear in mind on the day:

- You should log on and start your video call about 10 minutes before your appointment time.
- Use a well-lit area with adequate space however avoid pointing the device into direct sunshine or very bright light.
- Consider your environment; Be mindful of others and of your surroundings.
- Remember that the other participants can see you. Participate as if it was a face to face consultation.
- Avoid sitting in front of a window or transparent wall. People or other elements behind you can be distracting for participants.
- **Do Not** have any items with personal details in sight / at eye level
- Noise pollution; turn off TVs or radios etc
- Trip risks; remove mats or rugs etc if you have to do any exercise for the healthcare provider
- Have someone on hand to support you should you need it.

When you log on your healthcare provider sees you arrive in the waiting area queue and joins you in your virtual clinic when they are ready. If they are delayed they may send you a text message on the screen.

If the Video call fails

The healthcare provider has your contact information available. If something goes wrong during the video call the healthcare provider will contact you by phone and continue the consultation over the phone.

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