
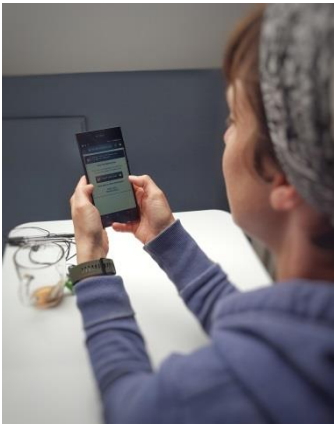

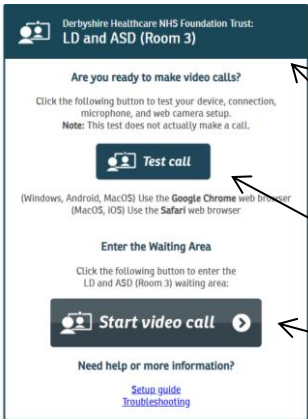
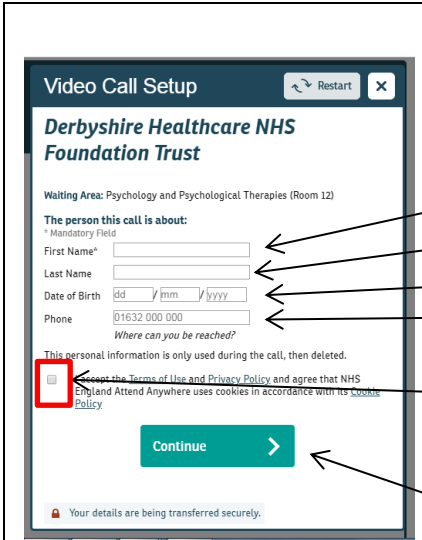


Video calls using 'Attend Anywhere'

	<p>I can now talk to you through video calling.</p> <p>This means we can see each other when we talk.</p> <p>We will use something called "Attend Anywhere".</p> <p>You can use this on a computer, tablet or smartphone device.</p> <p>We need to make this safe for both of us.</p>
	<h3>Before the video call</h3> <p>You need to make sure the device updates are installed.</p> <p>You need to be somewhere quiet.</p> <p>You need to be somewhere private. This means on your own, or with your carer.</p> <p>You will be sent a letter or text with the date and time of your appointment. It will also have a link on it. This will take you to your appointment.</p>
 	<h3>How to make a video call</h3> <p>There are 3 ways to start your video call with me</p> <ol style="list-style-type: none"> 1. Open up Google Chrome or Safari and type in your link. 2. Open your text message and click the link. 3. Go to the Derbyshire Healthcare website, find video consultations page, and at the bottom of the page find your service name and click 'start your call'. https://www.derbyshirehealthcareft.nhs.uk/video-consultations <p>You will see this on your screen (the name of the service will be at the top)</p> <p>You can do a test call to check your device is working</p> <p>Then click 'Start video call'</p>



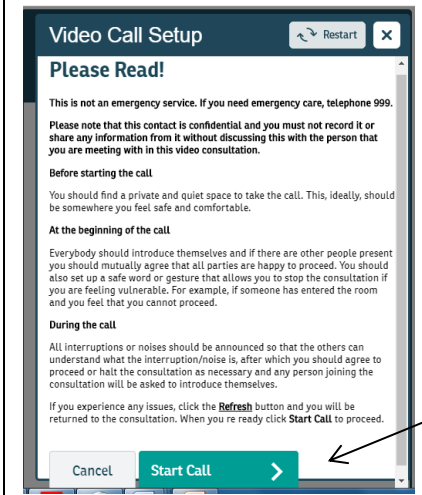
Next you will see this on your screen

You need to fill it in put:

- Your first name
- Your last name
- Your date of birth
- Your phone number

Then tick the box to accept terms of use, privacy policy and to allow the use of cookies

Then press 'Continue'

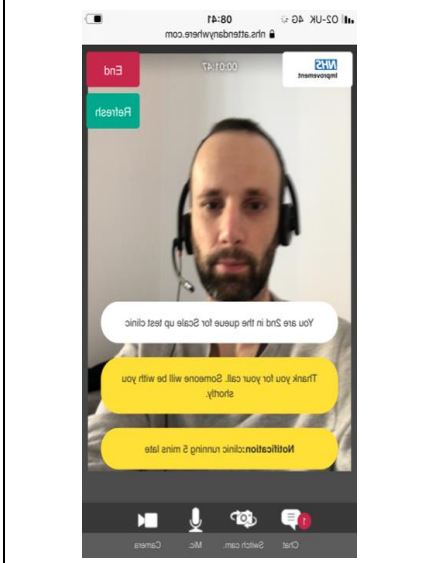


Next you will see this on your screen

It asks you to read the information before starting the call.

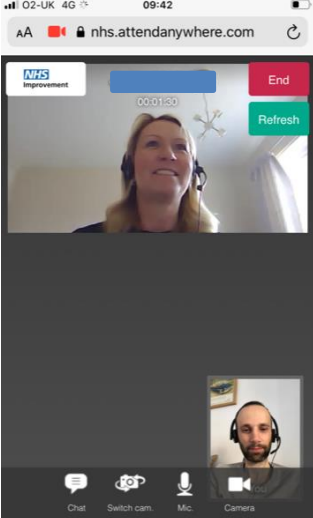
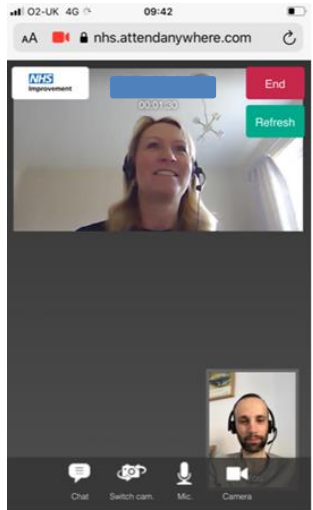


Most of the information is in this leaflet. We will talk to you about other things that you need to know.

Then press 'Start Call'



You will be sent to the waiting room.

This is what the waiting room looks like. You will be able to see yourself.

	<p>When your health care professional answers this is what you will see.</p> <p>You can end the call at any time by pressing the End button.</p> <p>If the picture or the sound goes wrong press the Refresh button.</p> <p>If you miss the video call I will phone you instead.</p>
	<p>During the video call</p> <p>We will say hello to each other.</p> <p>You will tell me if you are with anyone, and who they are.</p> <p>I will tell you if I am with anyone.</p> <p>We can agree a 'safe' word to stop the call or conversation if you are feeling uncomfortable or someone else has entered the room.</p> <p>We can stop talking at any time.</p>
	<p>Rules</p> <p>I do not record the video call unless this is agreed with you and you can ask me why I need to record.</p> <p>You are not allowed to record the video call unless this is agreed with me and we will talk about how you can use the recording.</p>
	<p>Remember</p> <p>This is not an emergency number. You can only call at your appointment time.</p> <p>This is not a crisis number. If you have been given crisis numbers call those.</p> <p>In an emergency call 999.</p>