

## A guide to video appointments at home

As schools have been temporarily closed, the NHS would like to offer video appointments that can be completed at home. This means your clinician can complete a appointment with your child using a video call. There is lots of evidence that therapy done in this way is effective.

AccuRx Fleming is a NHS approved video appointment programme. It does not store any personal information, making it safe for you to use at home.

This guide will explain how to use accuRx Fleming on a **computer, laptop or iPad/tablet**

### You will need



A computer with a working microphone and camera, good internet connection



and access to browsers google chrome or mozilla firefox.

OR



A laptop with a working microphone and camera, good internet connection



and access to browsers google chrome or mozilla firefox.

OR



iPad/tablet with a working microphone and camera, good internet connection



and the whereby app

\* The whereby app does not cost any money to download. If you require help downloading the 'whereby app' please talk to your clinician.

## Before your appointment

A member of our team will contact you before your appointment.

They will check whether you agree/ for your child to having a video appointment and whether you are suitable for one. They will also check what device you will be using.

If using a computer, laptop or ipad/tablet they will then ask for your email address.

**\*\*You must** have access to the email address you give us as we will send the information about your appointment to this address. You will then access your video appointment from this email\*\*

If you agree to a video appointment and you are suitable for one the clinician will organise a time and date for your appointment.

Your clinician will let you know how long the appointment will be and if you need to bring anything.

## On the day of your appointment

On the day of your appointment there will be a few things you need to do in preparation.

Please follow our '**Video appointment checklist**' below for advice on how to prepare for your video therapy appointment.

Shortly before your scheduled appointment, you will receive a text message from '**NHS no reply**' asking you to check your emails.



Open up your email account using the browser **google chrome** or **mozilla firefox**.

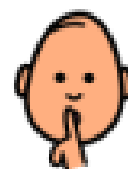
We will then send a link to your e-mail address which you can click on to access your appointment.

If you can't see the e-mail in your inbox, please check your junk or spam folders.

# Video appointment checklist

1

A quiet room e.g.  
turn off the tv, ask people to  
leave the room, remove pets



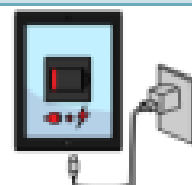
2

A comfortable place to sit-  
a table or desk is best!



3

A fully charged laptop or  
iPad/tablet



4

Internet is plugged in  
and turned on



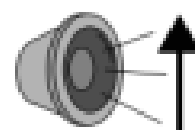
5

Computer, laptop or iPad/  
tablet is set up for the session



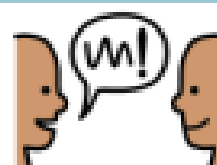
6

Computer, laptop, iPad/  
tablet volume is on



7

A parent/carer is nearby  
in case help is needed



8

Contact your clinician before your  
session if you need to cancel your  
appointment



## Appointment

**Computer or laptop-** Once you have clicked on the link in your email select **'continue in browser'**

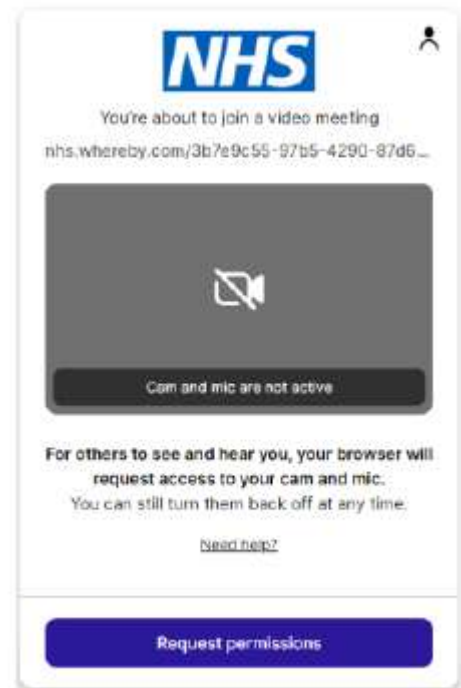
**iPad/tablet-** Once you have clicked on the link in your email select **'open in Whereby app'**. The app will open on your screen.

You will then be asked to join the meeting.

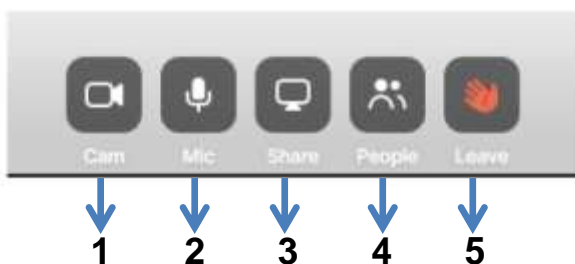
Click the blue button and then NHS.whereby will request access to your microphone and camera- please select **'allow'** so your therapist can hear you and see you.

Once you have allowed access, you can join your video appointment by clicking on the blue banner.

You will then see your clinician on screen. Give them a wave and say **'hi'** to make sure they can hear you.



You will see these icons at the bottom of your screen



1. **Cam-** removes the video
2. **Mic-** mutes the microphone
3. **Share-** allows you to share your screen, your therapist might do this
4. **People-** allows you to invite others
5. **Leave-** leave the conversation

## What to expect in the appointment?

Completing video appointments from home is a new and very different experience for you and your child. Your clinician will guide you through this and be there to support you, should you have any questions.

Your clinician will explain what will happen during the appointment and what you need to do. This might include things such as asking questions to you and your child and/ or assessment of your child.

## Ending your video therapy appointment

When your video appointment has ended select leave (the wave icon). This will end the appointment and you will leave the 'video consultation room'.



You've left the room

That's a wrap. Have a good one!

[Continue to whereby.com](https://www.whereby.com)