

A guide to video appointments at home

As schools have been temporarily closed, the NHS would like to offer video therapy appointments that can be completed at home. This means your therapist 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 **smart phone** (mobile phone).

You will need



A smart phone with a working microphone and camera and good internet connection

Before your appointment

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

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

If you agree to do a video appointment and are suitable 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.

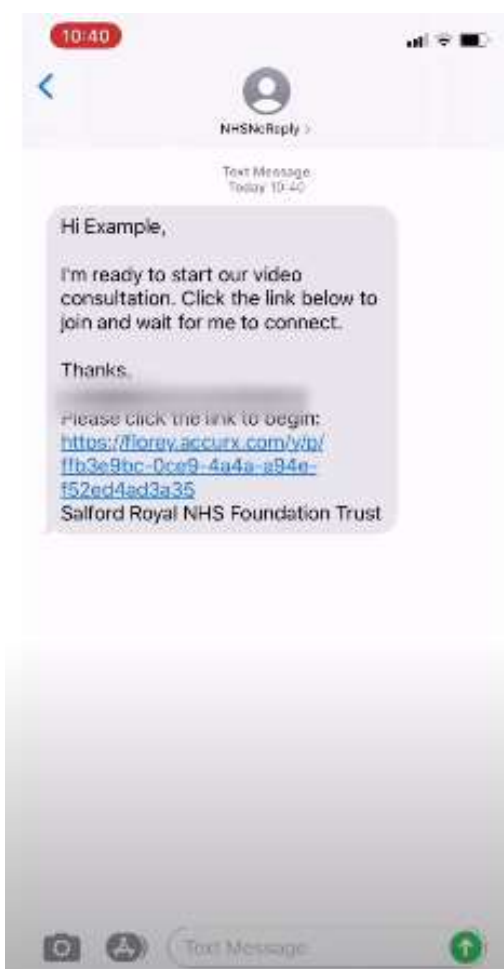
On the day of your appointment

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



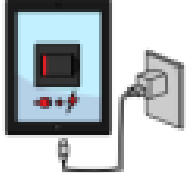

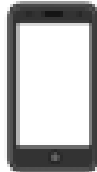
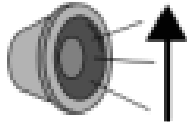


Please follow our '**Video appointment checklist**' below for advice on how to prepare for your video therapy appointment.

Shortly before your scheduled appointment, you will receive a text message from 'NHS no reply'.

This text will include a link that you can click on to access your appointment.



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 smart phone 
- 4 Internet is plugged in and turned on 
- 5 Smart phone is set up for the session 
- 6 Phone 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

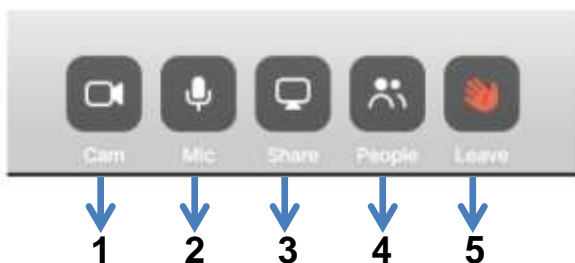
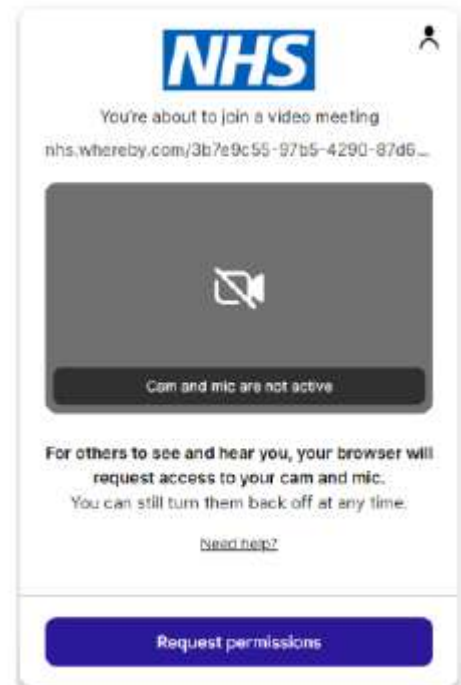
Once you have clicked on the link, a screen will appear that says 'You're about to join a video meeting'

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 asking questions to you and your child, assessment of your child or games with your child.

Ending your video 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!

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