

# Video Appointments

- ✓ You can attend your physiotherapy appointment online using an AccuRx video call. Please note video consultations are not recorded.
- ✓ Video calling is confidential and convenient with the added value of face-to-face discussion and assessing movement.



## What do I need to receive a video call?

- A **good connection to the internet**: if you can usually watch a video online, you can make a video call.
- A **phone, tablet or computer** with a **web-camera, speakers** and **microphone** (these are often already built into laptops and smartphones).

## Where do I put my camera?

- Put the camera on a **stable surface** so your **head and shoulders are visible** while talking.
- Have enough space in front of the camera so we can observe the body part to be examined if needed.
- Choose a **private place** where you won't be disturbed.

## How much internet data will I use?

- If you can, connect to a **home or work Wi-Fi**
- Usage is around **5-8 Mb per minute (0.48 GB per hour)**, so please check your data allowance, as going over any data allowances can incur additional costs.

## What to wear?

- Wear what you would **normally wear** for a face-to-face appointment in clinic.
- If you can, wear loose comfortable clothing that can be easily moved/rolled up. This will enable us to view the affected body part and see how much you can move.

## How to join your video appointment

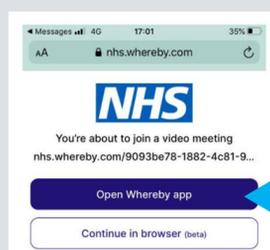
- You will receive a **text message** at your appointment time from *NHSNoReply* containing a **link**. Please look out for this text and **click the link** to access your appointment.
- Follow the process below depending on your device/operating system:

### Apple iOS 13 or higher

- Press the link and open in **Safari**
- Click *Continue in browser* after the web page opens
- Click agree to give **permission** for **AccuRx** to use your camera and microphone
- Follow the instructions on screen to continue

### Apple iOS 12 or lower

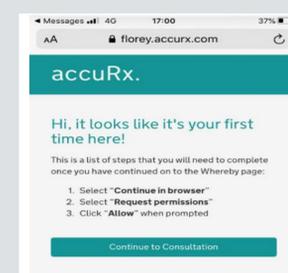
- Press the link and open in **Safari**
- Click *Open Whereby app*, and **download the app**



- You may need to go back into your text message to access the link for your video appointment
- Follow the instructions on the screen to continue

### Windows, Android, Other

- Press the link and open in **Google Chrome** (or copy into the address bar if using a computer)



- Click agree to give **permission** for **AccuRx** to use your camera and microphone
- Follow the instructions on the screen to continue

**If any technical issues occur during the video call, you can access the video room again by going back and clicking on the link. If the video call is unsuccessful we will ring your mobile number to continue the consultation by telephone.**