



# How do Primary Care Video Appointments Work for Patients?

# 1

As usual, the patient would contact their primary care practice (e.g. ring GP receptionist). The patient will be triaged & offered a video appointment if suitable.

# 2

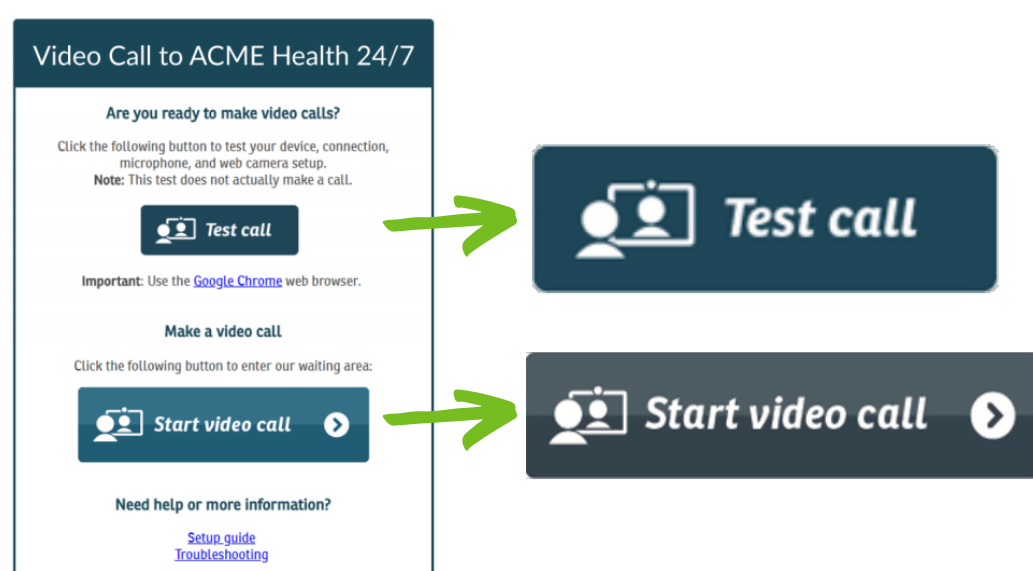
For a video appointment, the patient will need:

- ✓ A reliable internet connection (WIFI, broadband or mobile data)
- ✓ A device that can make a video call (a smartphone, tablet, laptop or computer)
- ✓ A Chrome or Safari web-browser (on the device)
- ✓ A private and well-lit room

# 3

In the internet browser tab insert the link given by primary care provider or tap on link (if sent via email/text).

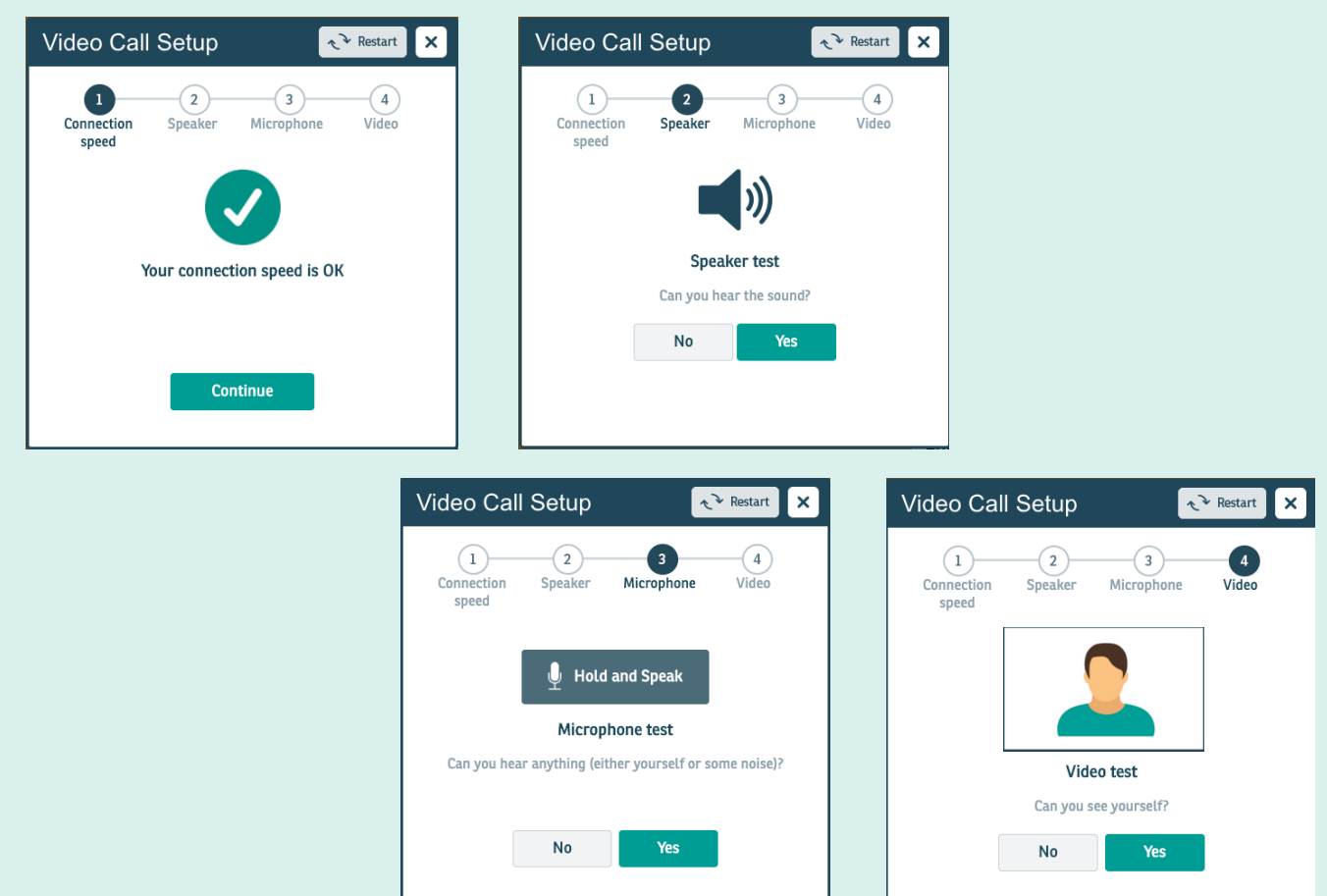
The page will look like this:



# 4

The patient will be taken through a 4- step test of their device/connection.

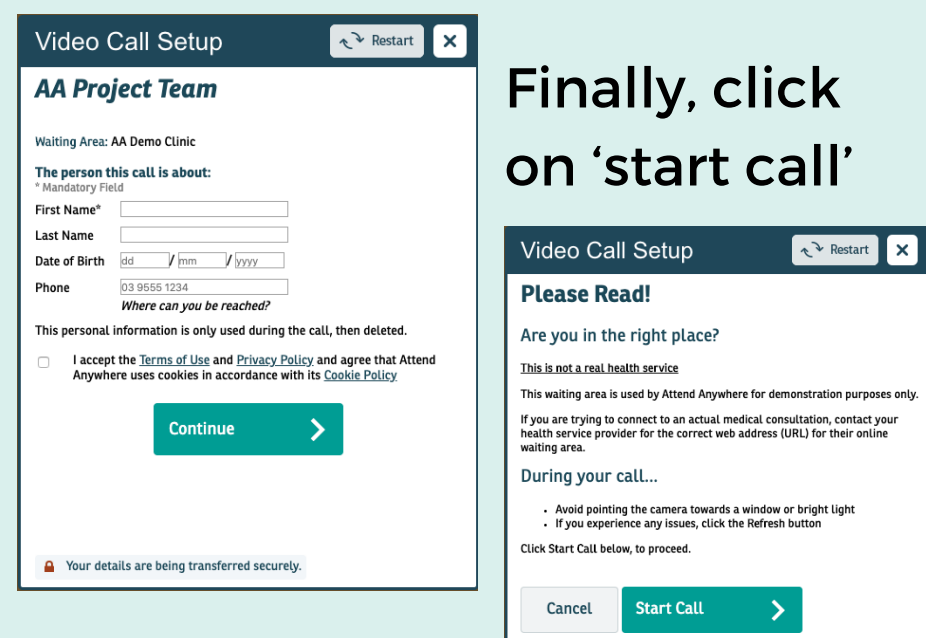
The page will look like this:



# 5

Then patient will need to enter name, DOB and contact number, and tick the box to continue.

The page will look like this:

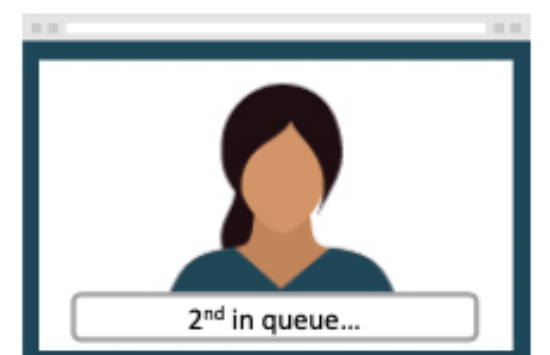


Finally, click on 'start call'

# 6

The patient will then be placed into a virtual waiting room.

They will hear music whilst they wait for the clinician to join the call.



Both patient and clinician will then appear on your screen.

# 7

Any difficulties during the call, click the green 'refresh' button to reload.



To finish call, click the red 'end' button