

Attending your appointment via video



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The NHS Wales Video Consulting (VC) Service offer healthcare services a safe and secure way to see patients via a video appointment, rather than seeing them in-person.

The VC Service is delivered via a communication platform called 'Attend Anywhere'.



Where do I go to attend my appointment?



Go to: <http://cwmtafmorgannwg.wales/video-consultation/>

Instead of travelling to your appointment, you enter the clinic's online waiting area. The

health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

✓ What do I need to make a video call?

- ✓ **A good connection to the internet** If you can watch a video online (e.g. YouTube) you can make a video call
- ✓ **A private, well-lit area where you will not be disturbed** during the consultation
- ✓ **One of these:**
 - Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
 - Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✓ **Web-camera, speakers and microphone** already built into laptops or mobile devices



Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.



How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.



How much does a video call cost?

The video call is free when using a Wi-Fi connection. Cost could be incurred when using mobile data.

Smartphone and tablet users When you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.



When using mobile data costs may be incurred. Contact your network provider for more information.

Get ready to make video calls

Scan this QR code from your device to test you are ready to take a call:



Or go to: <https://rb.gy/awlj1>

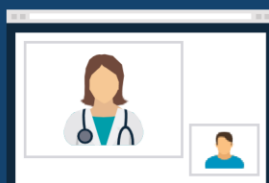
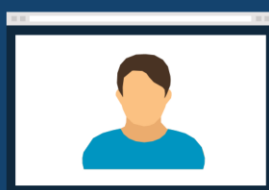
1

On this web page, click the **Start video call** button and follow instructions



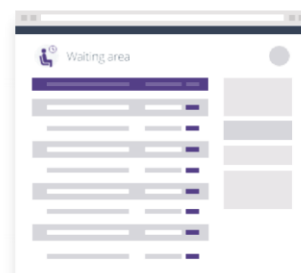
2

Wait in your own private video room



3

Your healthcare provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready

What do I do if something is not working?

Visit: https://wales.nhs.attendanywhere.com/callers/Content/C_Tasks/Troubleshoot%20Setup.htm