

Video Consultations: Troubleshooting

We are using video consultations to help us meet your health care needs whilst keeping a safe distance. It is a great way to support people who do not need an urgent appointment. We know this is a new way of working so here is are a few tips to help your consultation run smoothly:

	<p>Video Consultations:</p> <ul style="list-style-type: none"> • You will get a text from NHSNoReply – The text has a link in blue. • Click the link and you will connect. • Make sure you have an internet connection. • It is usually very quick and simple. • This is a safe and secure link. You don't need to download anything and your details are secure. <p>Occasionally you may experience technical difficulties. Here are a few top tips to help</p>
	<p>Sound or image issues:</p> <ol style="list-style-type: none"> 1. Clear the microphones or camera 2. Remove any screen protectors, films, or cases from your phone. 3. Check that both the camera button and microphone button are switched on. They can be found at the bottom of the screen. <p>If your camera or microphone aren't working, check the settings on your phone:</p> <ul style="list-style-type: none"> • Go to Settings > Privacy > Microphone/camera • Make sure that they are enabled.
	<p>If the camera is not facing the way you want:</p> <ul style="list-style-type: none"> • Check for a symbol on your screen. It may look something like this: • This will turn the camera so that it is facing you (selfie mode) or away from you. • The symbol will change depending on your camera.
	<p>Other helpful hints:</p> <ul style="list-style-type: none"> • Position the phone so that you can see the clinician and they can see you. • Make sure you are somewhere with good signal • Turn the volume up on your phone • Reduce background noise wherever possible • Every phone or tablet is different so if you have any technical difficulties try Google or YouTube. They have easy steps and video clips to help you solve the problem.