

**Your online  
consultation  
BSL video**



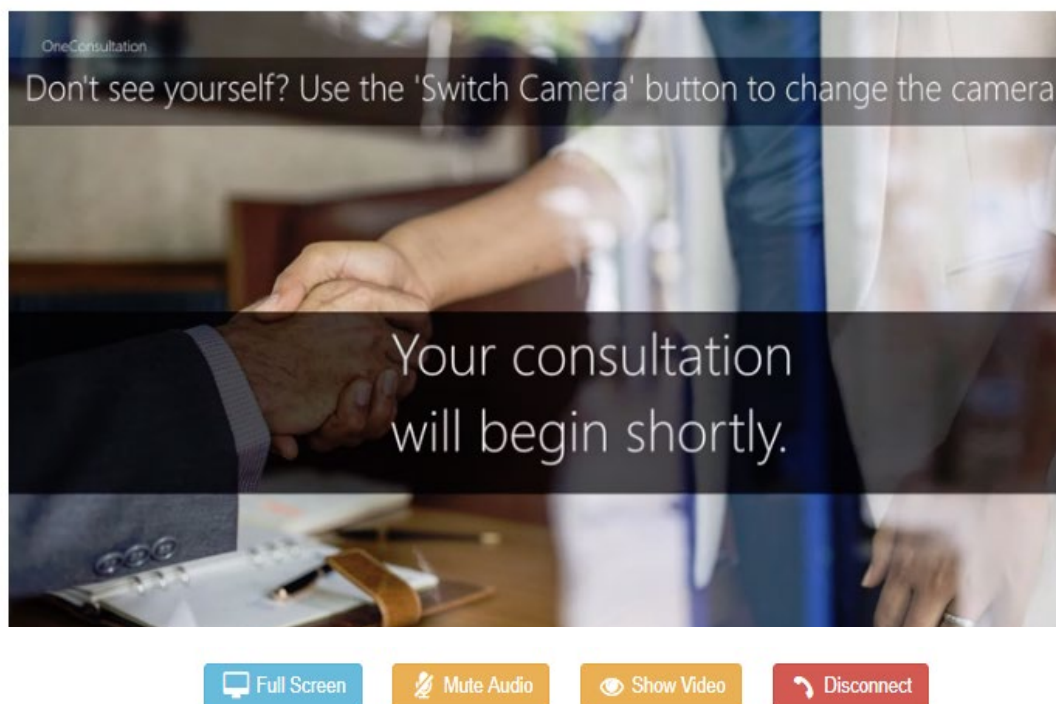
**NHS**

**Cumbria, Northumberland,  
Tyne and Wear**  
NHS Foundation Trust

## Your online consultation

You have chosen to have an online consultation.

An online consultation is a video call between you and your clinician using the internet and a laptop, computer, tablet or mobile phone.



### What do I need to make an online video call?

- ✓ The device you use will need to have to have a camera, speakers and microphone.
- ✓ A private well-lit area, where you will not be disturbed.
- ✓ A good connection to the internet (if you can watch a video on your device you will be able to make a video call).
- ✓ To avoid being charged for using mobile data, please try to use your device with your home Wi-Fi network.



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## Setting up & configuring your consultation.

This process can take up to a minute.  
Please wait & do not navigate away.



### How does my online appointment work?

You will have been given a website address to log onto.

You will be asked to enter your

- name
- date of birth
- consent

Once you've done this you will enter the clinic's online waiting area.

The clinician will be notified that you have checked in for your appointment and they will join you when they are ready.

### Are online appointments secure?

Yes video calls you make are secure and your privacy is protected. You will be in your own unique online waiting area that only the clinician you have the appointment with can enter. No information you enter is stored in anyway.

[Apple device guidance](#) - if you use an Apple iPad or iPhone, we advise you not to rotate your device during the online consultation as this could freeze the device screen.

If you do rotate the device during an online consultation and experience a screen freeze, simply rotate it back to the original position, this will unfreeze the screen.

[Switch camera guidance](#) - we also advise, not to use the Switch Camera button while on the video call, as this may result in some disruption to your call.