



Video appointments: Your care, your choice

Information on how to prepare for your video appointments

It is really important that people who need support from our services are able to access treatment in a way that works for them, and video appointments are one of the ways to do this. We have incorporated technology and video appointments in to our services more, and have been told by service users that using video has enabled them to continue to attend appointments they may otherwise have had to cancel.

To help you to access support and treatment via video we wanted to provide you with some useful tips about how to prepare for your video appointments.

Every person's situation is different, and there may be times when video appointments are not the right choice for your individual circumstances. Your clinician will discuss the alternative options with you to ensure that you are receiving the most appropriate treatment for you.

Getting ready for your video appointments - the technical bit

You can have a video appointment using your smartphone, tablet, iPad, laptop or desktop computer. Make sure the device you are using is charged, or plugged in so you don't drop off part way through your appointment.

You will be sent a link to your appointment via email or text. It's a good idea to try to connect to the call 5-10 minutes before your appointment to check it is working, by following the link and logging in.

To make sure that the person/people you are meeting with can see and hear you:

- Check that your camera is switched on and positioned correctly:
 - Place the device you will be using on a steady, flat surface or a stand
 - Make sure you're not too close or too far away from the camera and ideally, the camera should be just above eye level
 - Check what is behind/around you in the background and might be seen on camera
 - If possible, avoid sitting in front of a window or having a light positioned behind you, as this will affect how you appear on screen
- If you are meeting in a quiet place you might want to use the device audio, but if the environment is noisy or distracting, you might find headphones and a microphone work best.



Preparing for your appointment

- ✓ The video device you are using is charged or plugged in
- ✓ You have practiced logging in to the system using the link sent to you
- ✓ You have found a quiet, private space, with no potential for interruptions (children and pets)
- ✓ You have considered how you would manage unexpected interruptions, such as the door bell ringing
- ✓ You have checked the position of your camera and that your audio is working
- ✓ You have got any notes you might need, or a pen and paper to write notes

If you find this difficult, consider having something to occupy your hands, such as a fidget toy, doodling or taking notes, or holding a comforting object

- Let us know in advance if you need to cancel or change the appointment
- Do not use the screen shot function.

During the appointment

It is important to show respect for the person or people you are meeting and behave in the same way as you would if this meeting were being held in person.

We've put together a few pointers to help you get the best out of your appointment and the clinician(s) you are meeting will follow the same guidance too. Please:

- Join the appointment session at the start time given, or a few minutes before
- Use language you would use in a face to face appointment and refrain from using swear words, as much as possible
- Do not attend your appointment under the influence of drugs or alcohol
- Dress appropriately;
 - Ensure the top of your body is covered. Avoid low necklines and thin straps
 - Wear day clothes and not pyjamas
 - Do not wear things displaying offensive slogans
- Make yourself comfortable but please do not be lying down or in bed. Sitting on top of a made or covered bed is okay
- Keep all mobile phone and other devices on silent for the duration of the appointment
- Do not smoke, vape or eat during the session
- Try to keep movement on camera to a minimum.

WHY CHOOSE VIDEO?

- ✓ Save time and money travelling to appointments
- ✓ Feels more personal than a phone call
- ✓ You can see the clinician is really listening and paying attention to what you are saying
- ✓ If you don't feel able to meet in person, this gives you the option to still have your appointments.

Security

Your video appointments will not be recorded or accessible to anyone but the clinician(s) you are meeting with.

If there are concerns for your safety, or the safety of others, the clinician(s) have a duty of care to respond. They may share their concerns and any supporting information with relevant people if necessary for your protection or for the wellbeing of others. This is the same as in a face to face appointment.

For more information

If you have any questions or concerns about video appointments, please go to www.sussexpartnership.nhs.uk/videoappointments or speak to your lead clinician.

This document is available in alternative formats on request, such as large print, easy read, electronically, or another language. Please email communications@sussexpartnership.nhs.uk.

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