

Department of Medical Psychology

Your Guide to Video Consultations

This document has been provided because you have been invited to, or shown interest in, a Video Consultation. If you would like to discuss any of this information further, please contact us on **0116 295 4555**.

Things you should know:

The use of video calling is completely voluntary, and you can change your appointment to a telephone appointment if you would prefer. Please talk to your clinician about which appointment style would be best for you and how it can be accommodated.

Video consultations are securely encrypted. Your information on the system won't be shared or recorded. However, it is still your responsibility to make sure you have adequate anti-spyware and anti-virus protection on whichever device you use.

There's no charge to you for using the platforms – but it does require an internet connection to access. You need good connectivity to do a video consultation, your home broadband should be sufficient. Make sure to connect to your Wi-Fi before the call if possible to save your mobile data. If you think this will be a problem please speak to your clinician before your appointment to find an alternative.

Things that you will need:

A device with audio and video capabilities (a camera and microphone) such as your mobile or a laptop with webcam

An internet connection (using Wi-Fi saves your mobile data, but both work)

A quiet space where you won't be interrupted

We also recommend using a headset /earphones if you can to ensure that other people are unable to hear what is being said by the clinician

Keep your mobile/home phone close by in case you do not connect as your clinician will call you if you do not connect at the time of your appointment. If you do not connect and then do not answer your phone when the clinician calls we will record this as a non-attendance (see our Department Policy on cancellations and non-attendance).

Things you can do to improve your Video Consultation:

Secure your device by propping it up so you don't have to hold it up, and so it doesn't wobble. If you hold the device in your hand or on your lap it can wobble which may be distracting for you and the clinician.

Try to make sure you won't be disturbed, and have a nice comfortable, quiet place to have your consultation. If possible, talk to anyone in your home before your appointment and remind them not to disturb you. Close the door if possible to make you feel more secure, even if you are on your own. Have an agreement with your clinician about what you will do if you need to end the consultation abruptly.

Avoid distractions or interruptions- look around you and see if you can rearrange anything not to distract you. This includes mobile phones, once you are connected into the consultation you can then turn off your mobile phone or place this on silent as you would usually in an appointment.

Make sure you're in a well-lit area, and that the light isn't behind you. For example, if you sit next to a window, instead of with your back to it, people will see you better. When light changes in your room it is important to think about lighting up your face e.g. sit with your back against a wall rather than a window.

Think about what you are comfortable sharing of your home. Think about the background, what is behind you that others could see? Are there things visible you don't want others to see?

Try to make sure you mute your mic when not talking. The background noise can interfere with sound quality for you as well as the clinician.

Check your set-up before your appointment. The platforms have test features for you to use, so you can follow the link you've been provided with ahead of the appointment and check everything works okay.

Punctuality helps clinics keep running on time, so please remember to follow the link you have been supplied with a minute or two **before** your appointment.

We want you to get the best out of your consultation, so please remember to follow the normal practice of making notes of anything you would like to discuss before your video consultation, and feel free to make notes during the appointment as well.

Online therapy can be tiring so before and after the session take a bit of time on your own to stretch or get some air to provide a space between activities before or after the session. Remember you do not have to travel to the session so it is important to prepare yourself and digest the session afterwards as you may do travelling to and from an appointment.