

Attending your appointment via video

NHS Lanarkshire Rheumatology

Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication

It can save you time and money, and brings your care closer to home



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.
- ✓ Web-camera, speakers and microphone already built into laptops or mobile devices.

Is it secure?

Videocalls 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 Near Me video call uses a similar amount of data to Skype® or FaceTime®.

How much does a video call cost?

The video call is free (Except for your internet usage).

 **Google Chrome**
Windows 7+,
Android 5.1+,

 **Apple Safari**
MacOS 10.12+,
iOS 11.4+,
iPadOS 13+





Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See next page for more information on how to access your virtual waiting area.

You can access your waiting area in one of the following ways:

- ✓ By entering www.nhslanearme.org into your browser or scanning the QR code below, selecting , then click the link underneath
- ✓ By entering the direct link to your waiting area into your browser



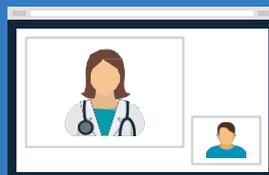
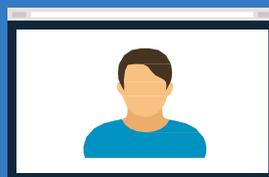
1

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



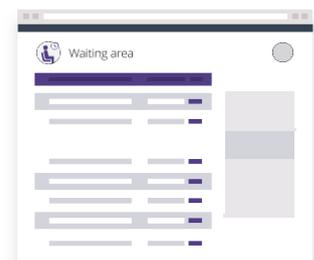
2

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?

Go to www.nhslanearme.org, scroll to the bottom of the page and click on the troubleshooting guide or please contact the service that arranged your appointment

More information

<https://www.nearme.scot/>