

<b>PATIENT CHECKLIST - Video Appointments</b> <b>Things to help you get the best possible experience</b>	<b>Tick</b>
<p>If possible, please use an electronic tablet e.g. iPad, laptop or desktop computer for your appointment rather than your mobile phone. The screens are bigger on tablets and computers which helps you and the person speaking to you.</p>	
<p>Ensure your mobile phone, your tablet or laptop is fully charged before starting the call. It is a good idea to keep the charger close to you in case it is needed.</p>	
<p>Before the video appointment, please check the link you have received from your Clinician to make sure you can access the computer 'program' that is being used.</p>	
<p>Many patients find it supportive to have friends and family with them for appointments. If this is possible, they can be with you during the call. If they are not with you, we can arrange for your friend or family member to join the call from a different location. If you wish us to organise this, please let the booking staff know and please have their email address ready for the team.</p>	
<p>Sit in a quiet room and ensure you are comfortable. Turn off the TV or radio to prevent any unwanted noise and distractions.</p>	
<p>If possible, sit in a well-lit room and facing a window. Avoid sitting under a light or with a window behind you as this can create a glare on the screen.</p>	
<p>Avoid sitting outside because wind noise, even a very slight breeze, can affect sound quality.</p>	
<p>If you can, please use a headset as this can help with sound quality. If you wear hearing aids you might need to experiment with the placement of your headphones. Try putting them above your ear close to the microphone of your hearing aids. If possible, test this out before the call.</p>	
<p>If you have hearing aids/equipment with streaming, stream the audio direct from your phone or tablet (instead of headphones) to your hearing aids.</p>	
<p>You know that communicating via technology is different to communicating in person. The signal can sometimes get distorted. If it does, let your Clinician know, don't be shy about asking them to repeat things. There may a short delay between the time the clinician speaks and the time you hear it. To deal with this, wait a second or two after they have stopped speaking before you start. If you need to ask a question or interrupt, raise your hand, so they know you wish to speak. You can also use the chat function as per the Patient Guide.</p>	
<p>Above all, be patient. Don't be upset or angry if there are technological glitches. Your clinician is probably new to this too.</p>	