

1

**What do I need to have a video appointment?**




You will need a smart device. A smart device is something which has both a camera and a speaker, this can be a smart phone, laptop with a camera, A PC with a camera and speakers or a tablet.

A mobile device will need the Microsoft Teams App downloaded. Laptops/PCs do not require the app. See Box 2 for how to download Teams.

2

**How do I download the Microsoft Teams app?**

To download the app you will need to search for Microsoft Teams in your app/play store.

- Microsoft Teams app looks like this: 
- On an Apple / IOS device go to : 
- On a Samsung / Android device go to: 

**On a PC or laptop you do not need to download an app.**

3

**I have downloaded the Teams app but when I tried to join the appointment it's asking for a log in?**

You are joining the appointment as a 'Guest' which means you do not need any login details.

Make sure that once you have downloaded the app that you then close all apps/windows on your device.

4

**I'm using a PC – when I click to join the appointment it's asking me different options for joining.**

Joining from a PC means that you do not need the Teams app. All you need to do is go to your email to join the video appointment.

Always choose the option 'continue to join through your web browser.'

5

**I am looking for the email to join my appointment, what will it come up as in my inbox?**

The appointment will be sent through from MKUH..... (followed by the department) e.g. MKUH Ophthalmology  
If you don't see the email it's a good idea to check your junk mail just in case.

6

**Where should I be for my video appointment?**

Try to find somewhere quiet where you will not be disturbed.

Be aware that the Clinician will see the room behind you.



Ensure the lighting is adequate e.g. if you sit with your back to a bright window your face will be in a shadow.

7

**Can I get more information about how a video consultation happens, and can I prepare for it?**

We have a step by step guide for patients [here](#). You can also watch a short video guide on how to access your video appointment either through a [smart phone or tablet](#) or through a [desktop or laptop computer](#).

You can click on the 'Join Teams Meeting' link in the email ahead of your appointment to see what it's like - Don't worry you can't break anything.

8

**How do we check the technology is working?**

When you click on the 'Join Teams Meeting' link in your appointment confirmation email for the first time, you will be asked to add your name and asked to give your device access to your camera and your audio.

You can see what this looks like in our video guides.

9

**Once you have added your information and given permission to the device you will access the video appointment.**

Don't worry if you can't see your Clinician yet, they will join you shortly (see Box 10).

You will be able to see a time counter in the top left corner of the screen so you will know that you have joined the appointment and how long you have been there.

10

**What do I do if the Clinician does not join?**

Occasionally, when you join your video appointment at the allotted clinic time, the Clinician may not yet have joined it. It may be that they are running late from their previous appointment so please stay in the 'waiting area' until the Clinician joins the appointment.

If they have not joined after 30 minutes, please hang up and call the number at the bottom of the email you received for your appointment.

11

**Will my appointment be private and secure?**

Yes, but at the time of your appointment you'll need to find a quiet, private space where you won't be disturbed.

To ensure security the Clinician may check your date of birth, telephone number, or use another type of security question.

12

**If someone has helped me to set up do they need to stay with me for the appointment?**

- It is quite okay to suggest that they might leave the room once you've been connected to the Clinician.
- As in a traditional face-to-face appointment, it is your choice who sits in on your appointment - however, if you would like someone to stay with you then that is okay. It is entirely your decision, just let your Clinician know that someone else is there.

13

**How will we start the appointment?**

Once you and your Clinician agree that the technology works, they will start the main part of the consultation, usually by saying something like:

“How have you been since I last saw you?”

or

“How are you feeling?”

14

**How do I let the Clinician know that I’m listening and doing okay?**

Looking at the screen is sufficient for the Clinician to know that you are engaged in the consultation. Because webcams provide only a limited view, your Clinician may not be able to see much beyond your face.

It can help to tell them things happening out of view (e.g. “my wife has just come into the room”), so they know what is going on.

15

**How do we know whose turn it is to talk?**

Due to delays in the connection it can sometimes be hard to tell whose turn it is to speak. If this happens:

Stop talking, acknowledge the problem, work out whose turn it is, and then continue. Nobody should be offended - this is just something that happens and can easily be overcome.

If you are worried about forgetting something you want to say, you can note this down using the text based chat window.

16

**What sort of technical problems might come up?**

Video appointments can suffer from technical interference, due to a busy network. Problems with latency (when a person’s lips move but the sound comes a bit later) can result in garbled talk, or blurry or frozen faces on the screen.

You may find you need to repeat some words or ask for clarification at times.

17

**How do I make sure I capture important information?**

If the Clinician is giving you potentially important information about medications or dosages, ask them to repeat it to confirm you both have it correctly.

You could also ask them to send this information via a short chat message (using the text based chat window), so you have it written down.

18

**If I need another appointment will this be by video or face-to-face?**

Your Clinician will decide what is best for your individual needs and discuss this with you.

Some appointments (e.g. annual reviews) may need to be done face-to-face, some interim ones by video, and additional face-to-face appointments on an as-needed basis. You can take each appointment at a time.

19

**If you feel the appointment could have gone better with someone else, could you arrange for a relative, friend or carer to be with you next time?**

It is your appointment, so if you feel you would like someone to join or support you during a video appointment that is fine.

Just let your Clinician know that someone else is there.



20

**Will it get easier with time and practice?**

It is likely that you will become more familiar and confident with the technology over time. So, if it seems strange or difficult for the first appointment, it may get easier for your following appointments.

21

**I replied to my email confirmation and got a message saying that I wouldn't get a response.**

The confirmation email you receive is an automated response. We provide thousands of appointments every week and so it is not possible to reply to emails.

If you have an issue with your appointment, please ring the number on the email you receive about your video appointment.

22

**How will I know that the next patient cannot join the meeting before this appointment is finished?**

Each appointment is a separate booking, with a unique link, so they won't be able to see or hear anything until the Clinician joins their unique appointment (meeting) with them.

23

**My Clinician can't see me clearly, what should I do?**

Make sure you have positioned your device correctly. The device needs to be held two feet away in order to provide a full view of the face (about arms length). This image demonstrates how far from the face to hold a handheld device →



See our [Positioning for Video Appointments Guide](#) for more help.

24

**It is difficult to hold the handheld device at arms length during the appointment, what else can I do?**

A good idea is to prop the device up against a solid object. Alternatively try propping up against a stack of books or heavy object such as a can or jar.

Remember to ensure the device is two feet away from the face.

25

**I'm in my appointment but we cannot see or hear each other.**

If you cannot see your Clinician or they cannot see you, you may be asked to end the call and re-join the meeting. This will usually resolve the issue.

If this doesn't work or there are other technical issues, the Clinician will try to contact you by telephone.

26

**The Clinician can't see the patient as the light isn't very good.**

Patients should ensure they are in a well-lit area but with no direct sunlight or spotlight on the face.

If in a dark room, move nearer to a window or turn on some lights or a lamp near to the face.

27

**Can I leave feedback?**

In your appointment confirmation email there will be a link for you to provide feedback.

We are very grateful for any suggestions for ways of improving the experience for other patients.

You can also provide feedback to your Clinician at the end of your appointment.

28

**Useful Video Guides**

[Video Guide for Smart Phones or Tablets](#)

[Video Guide for Laptop or PCs](#)