





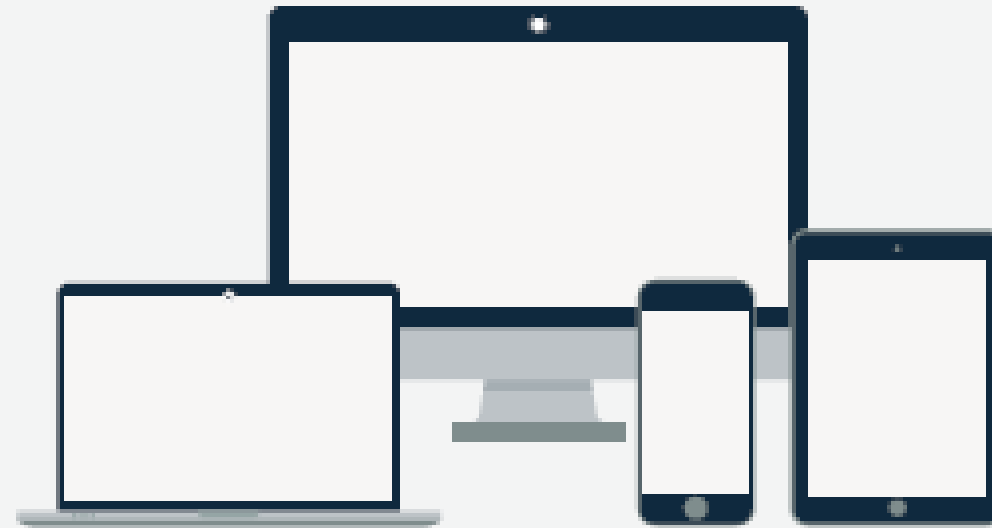
# Video Consultation



Healthcare Professional Guide

## Get ready to make video calls

Make sure that you use one of the following web browsers:

-  **Google Chrome**  
Windows 7+, Android 5.1+,  
MacOS 10.11+
-  **Apple Safari**  
MacOS 10.12+, iOS 11.4+



- ✓ **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
- ✓ **One of these:**
  -  Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
  -  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✓ **Web-camera, speakers, and microphone** already built into laptops or mobile devices

# Attend Anywhere Account Creation/Logging In

## Create an NHS Attend Anywhere user account!

Tom Gascoyne invites you to create a user account for access to the NHS Attend Anywhere *Video Consulting Management Console*.

- Your **account name** will be the email address to which this invitation was sent
- You will be asked to **create a password**: note that this is not related to your existing health service passwords, and should be unique

[Create an NHS Attend Anywhere account!](#)

A member of the Video Consultation team will send you an email invitation for Attend Anywhere. Simply click the link within the email and create your account.

If you already have an account you can log in via [nhs.attendanywhere.com](https://nhs.attendanywhere.com)

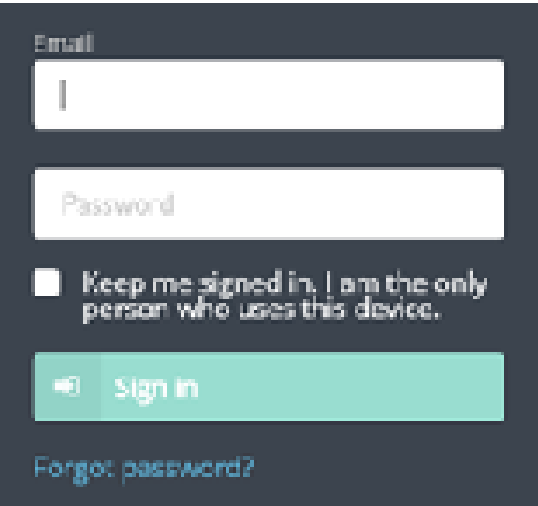
# BEGIN A CONSULTATION (WAITING AREA)

These steps describe how to enter a Waiting Area and begin a consultation with a patient:

**1**

Sign in to the Management Console

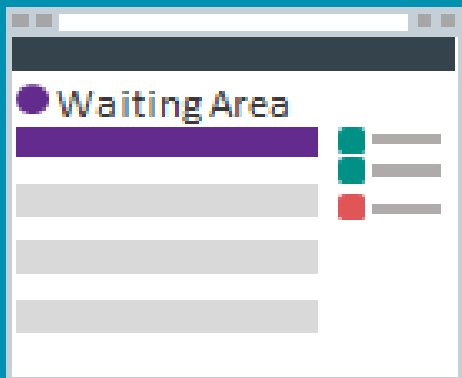
[nhs.attendanywhere.com](https://nhs.attendanywhere.com)



→

**2**

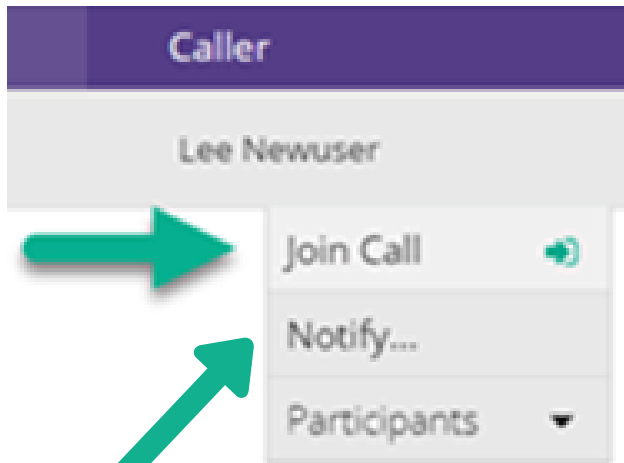
Select your Waiting Area from the Dashboard to view its People in Waiting Areas page



→

**3**

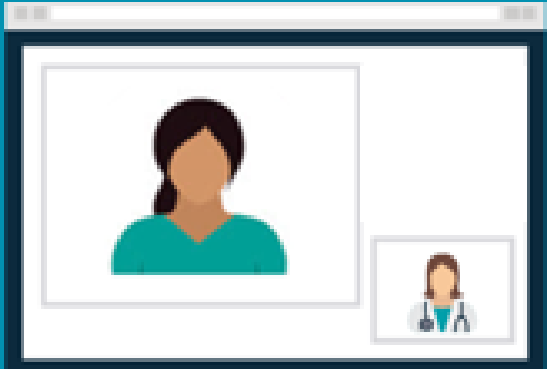
Select the person from the Waiting Area queue and select Join Call



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**4**

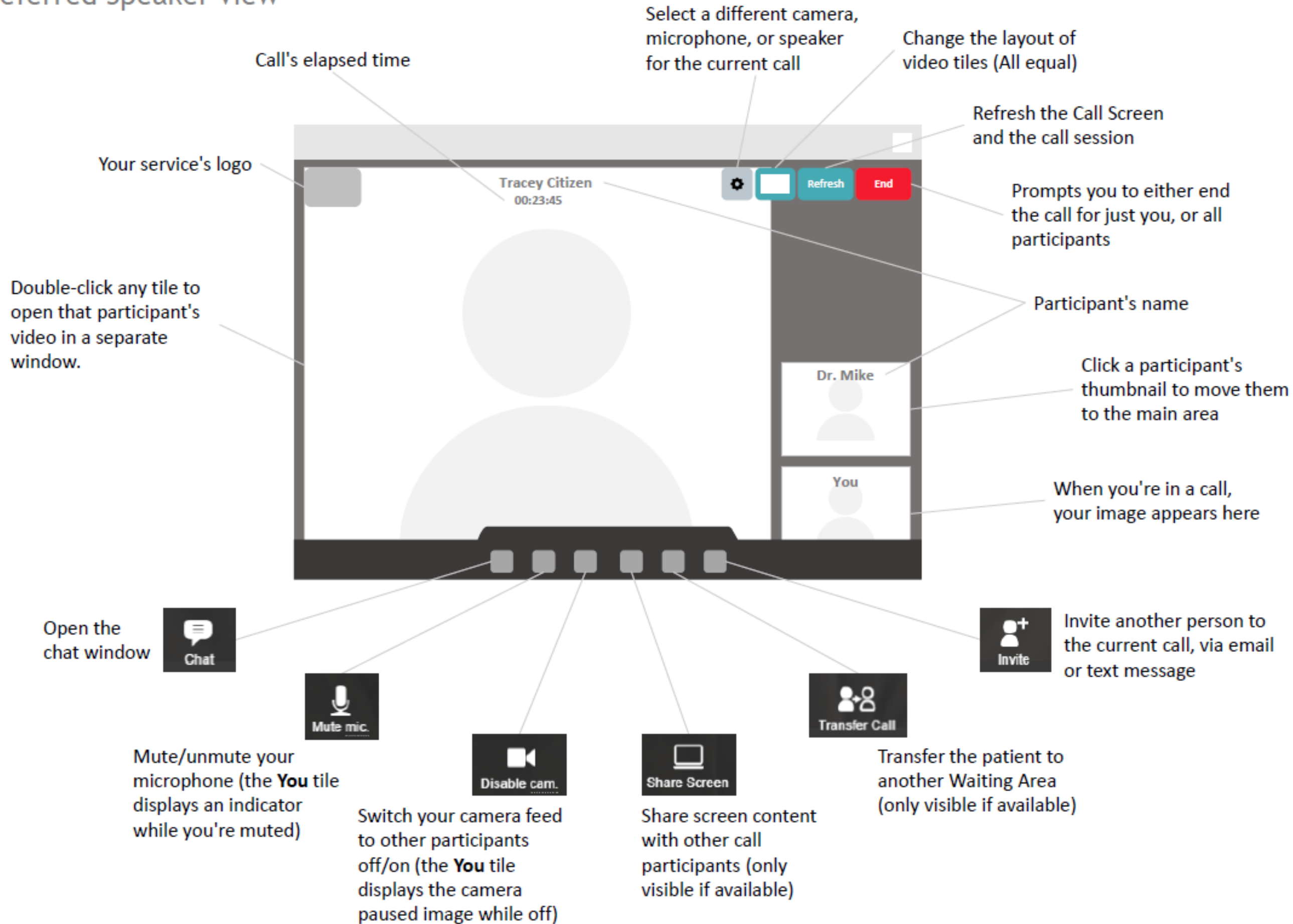
The Call Screen opens



Click Notify to send the patient a message  
e.g. I will be with you soon.  
Please note that the patient cannot respond.

# Attend Anywhere Call Screen

Preferred Speaker view



# THE CALL SCREEN

*All the options and controls during a call.*

# INVITE A PARTICIPANT DIRECTLY INTO AN **IN-PROGRESS CONSULTATION**

e.g. A Specialist on-call

1

From the *Call Screen*, the clinician invites the additional participant to the call as a *guest*.

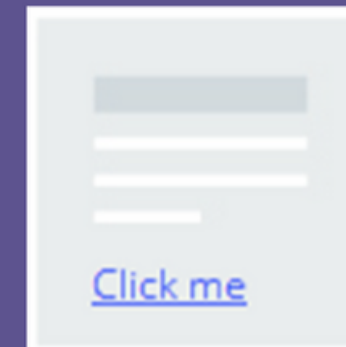


The **Invite Guest** dialog box walks the clinician through inviting someone to the call

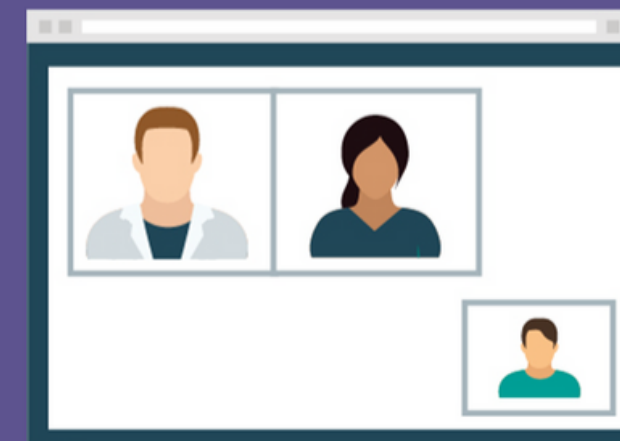


2

Additional participant clicks the *guest* link from the email or text message.



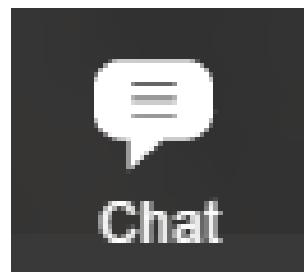
Additional participant enters the room of the clinician and patient



# USE THE CHAT WINDOW TO SEND MESSAGES THAT ALL PARTICIPANTS CAN SEE.

This can be useful when communicating the names of medication, website addresses, or similar details.

Click

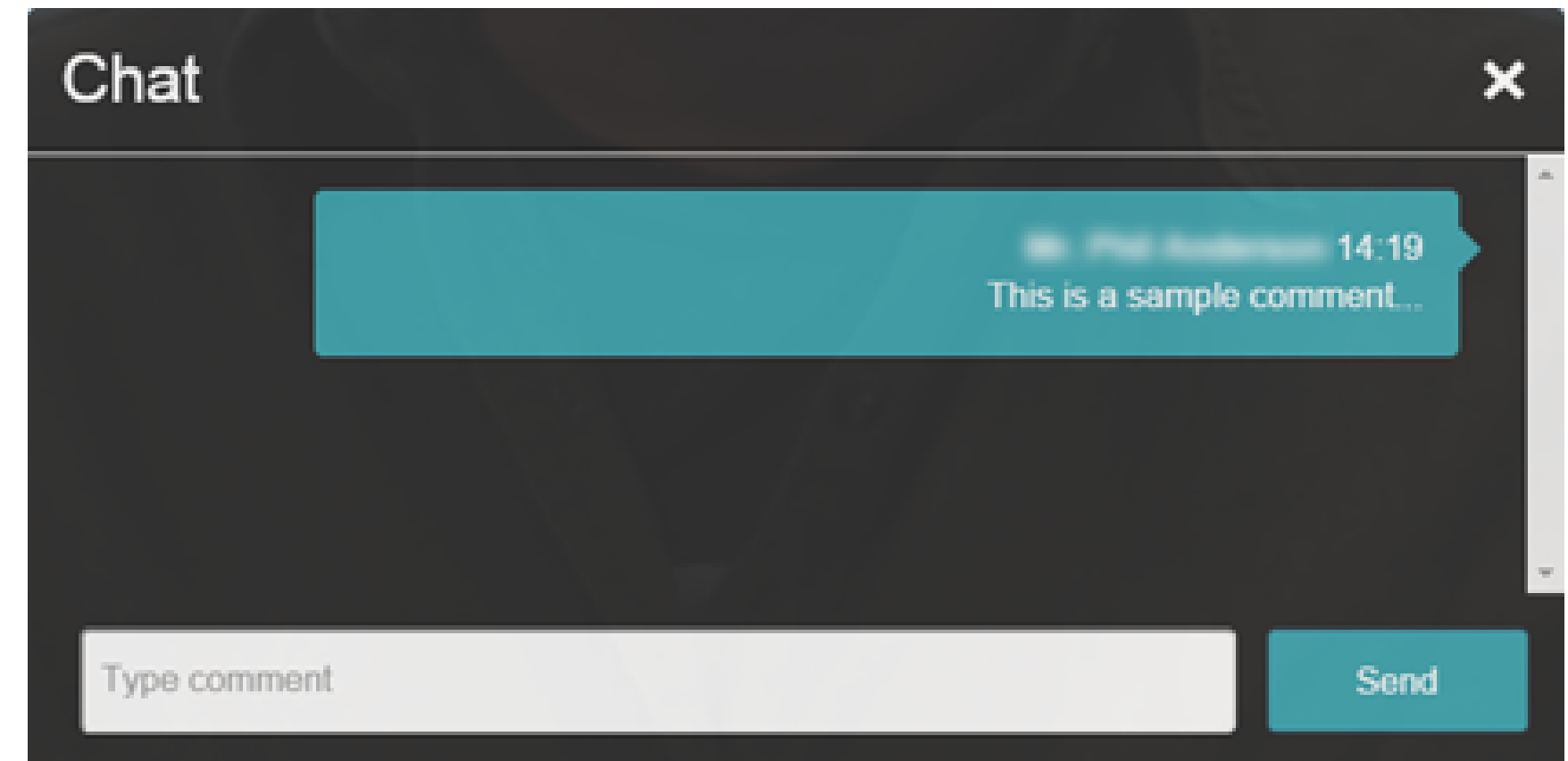


to display the chat window



In a consultation the chat is two-way.

In a waiting room it is one-way and the patient cannot respond.



# TROUBLE SHOOTING

*What to do if things aren't working...*

Click to refresh the call session, and re-establish connection with all callers.



Use when the connection drops out, or the video freezes for a prolonged period.



# CONTACT INFO

*Set-up, training & support.*

## Problems & Issues



Internal - 26655

External - 0113 392 6655



[informatics servicedesk.lth@nhs.net](mailto:informatics servicedesk.lth@nhs.net)

## Set-up, Training and Guidance



[leadsth-tr.videoconsultation@nhs.net](mailto:leadsth-tr.videoconsultation@nhs.net)