

## St. James's Hospital Blue Eye Video Consultations

### Patient Information Leaflet

This appointment will allow you to see your clinician and continue with treatment away from the hospital at a location of your choosing.

- ✓ It is a secure encrypted system.
- ✓ The video/audio of this call will not be recorded or saved anywhere.
- ✓ Your clinician will keep a written record as if it was a visit in person.
- ✓ This documentation is compliant with current GDPR regulations.

#### Before your appointment

- You will need a computer, tablet or smartphone with a built in camera and microphone
- A good internet connection, preferably wifi . Ask other people living with you not to use gaming or videostreaming such as Netflix while you are on your videocall. While Wifi is best, videocalls will also work on 4G if you have a few bars of signal. Test your audio and video connection and adjust settings so you can see and hear well (or get someone to do this for you.)
- Be ready a few minutes before your appointment time
- Choose a quiet well lit place where you won't be disturbed and where you feel comfortable discussing your health information

#### Connecting to your appointment

- At your appointment time you will receive a text message containing a link, usually coloured blue. Click on the link. You will be asked to "Allow" access to your camera and microphone
- If you are happy to proceed, click allow. This is your consent to use this type of communication for your clinic consultation.
- You will see two images, you and your clinician.
- You are ready to go
- If the connection fails your clinician will send you another message to connect to and if that fails, will contact you by phone

#### During your appointment

- Look at the screen (there's no need to look directly into the camera)
- Use the screen camera to show things, your clinician will guide you
- It might be useful to have a pen and paper ready to take notes
- Ask any questions you need to make sure you understand