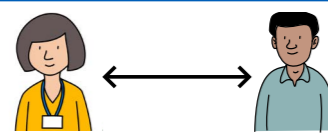


## Why choose it?

It can help with managing isolation or social distancing



It can save you stress, time and money



Adds a visual dimension

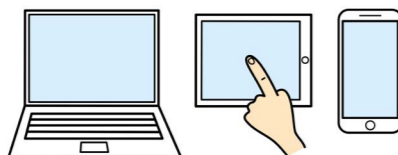


Calls are safe and secure



## What you need

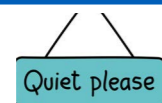
A charged up computer, tablet or smartphone with a built in camera and microphone




A good internet connection





A quiet, well-lit place where you won't be disturbed




## Setting up


**1**  We will email you or send you a letter with your appointment time and any information you need

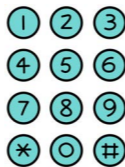
**2**  We will send you a text message reminder

**3**  Make sure you're familiar with the software before your appointment

**4**  Make a list of questions or issues before the call to help you get the most from your consultation

## Starting the video call

**5**  We will call you when we are ready

**6**  You will be asked to confirm your date of birth and a phone number so we can call you if you get cut off


## Starting the video call


**7**  Say hello or wave to your doctor or nurse

**8**  Look at their face while you're talking

## The consultation


**9**  We will email you your appointment time and any information you need


**10**  If you want to show us something you can try to use the screen camera

**11**  If something goes wrong we'll call you instead

## Ending the video call

**12**  Ask us any questions you like before you go

**13**  We'll arrange your next appointment, prescription or a face to face visit

**14**  We'll say goodbye before we go

**15**  You can leave your feedback to help us make future consultations better

Funders



Contributors



For more information visit

[bartshealth.nhs.uk/video-consultations-for-patients](https://bartshealth.nhs.uk/video-consultations-for-patients)

## Wash your hands well and more often for twenty seconds

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Before and after you eat or handle food
- When you blow your nose, sneeze or cough

To make sure you reduce chances of infection:

- Avoid touching your face with unwashed hands
- Avoid close contact with people who have symptoms
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands
- Clean and disinfect frequently touched objects and surfaces in your home

**Make sure everyone in your household does the same**



For more information search online for:  
[NHS washing hands](#)

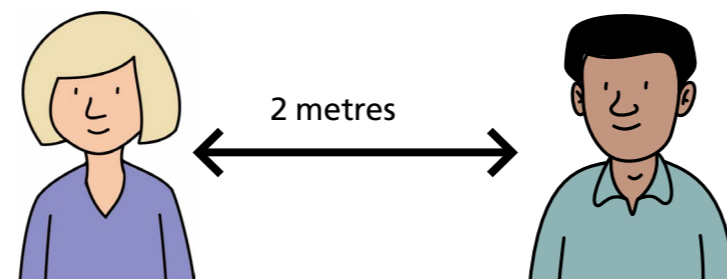
## Staying at home and social distancing

The current advice is that everyone, including children, needs to stay at home apart from key workers.

- Only go outside for food, any medical need or work (where this absolutely cannot be done from home).
- To provide care or to help a vulnerable person.
- Wash your hands as soon as you get home.

While outside it's important that we keep our distance to avoid spreading infections.

- Stay 2 metres (6ft) away from other people.
- Only shop for basic necessities, for example food and medicine, which must be as infrequent as possible.
- Do one form of exercise a day, for example a run, walk or cycle – alone or with members of your household.



For more information search online for:  
[GOV UK Stay at home](#)

## Stay at home advice for households with possible coronavirus (COVID-19)

The most common symptoms of coronavirus (COVID-19) are:

- new continuous cough and/or
- high temperature

**For most people, coronavirus (COVID-19) will be a mild illness**

- If you live alone and you have symptoms, however mild, stay at home for 1 week from when your symptoms started.
- If you live with others, stay at home for 1 week, and all other household members must not leave the house for 2 weeks.
- It is likely that people living in the same household will infect each other or be infected.
- If you can, move elderly and those with underlying health conditions out of your home during the home isolation period. Otherwise, stay away from them as much as possible.

For more information search online for:  
[GOV UK Stay at home coronavirus symptoms](#)

If you have coronavirus symptoms:

- Do not go to a GP surgery, pharmacy or hospital
- You do not need to contact 111
- Testing for coronavirus is not needed if you're staying at home
- If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the NHS 111 online coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

**Anyone can spread the virus including children**

# Video consulting with your NHS

