

Virtual appointments using doxy.me Patient guide

If you are reading this then you will have been offered a video consultation by our practice as an alternative to coming to the practice for a face-to-face appointment. You will also have given us your verbal consent to a virtual consultation either for yourself or your child or a child in your care.

Before going ahead with this appointment please make sure that you are happy with this decision – you can change your mind – just let us know!

You can have someone with you at the appointment and **if the patient is under 16 years' old then there must be a parent/carer/guardian with them, throughout the appointment.**

You will have been asked to confirm which phone number or email address you want the invitation sent to. If you need to change this please do so as soon as possible and let us know.

You will need a good internet connection.

You will need a quiet place with good lighting.

You will need a computer, tablet or smartphone with a camera and microphone.

Please test your audio and camera connection before the appointment time.

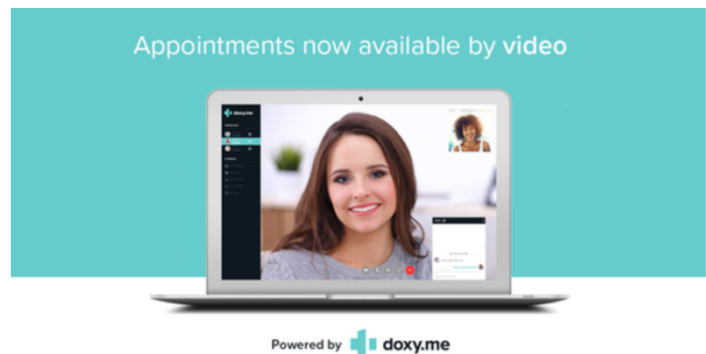
Please wash your hands beforehand, in case you need to pull your lips and cheek back to show us your teeth.

At the appointment:

- Your clinician will invite you into their virtual waiting room
- They will ask you to confirm your name, date of birth and first line of your address
- If you are the parent/carer/guardian you will need to provide your name as well
- The clinician will ask you to confirm your phone number in case you get disconnected
- Please ask as many questions as you need at the end of the consultation
- You may be directed to our website to print off any appropriate information leaflets
- Your clinician may want to take a photo during the appointment using doxy.me
- If you get disconnected at any time, your clinician will call you back

At the end of the call:

- You may choose to write down what was discussed. Your clinician will write up your notes at the practice
- Remember to print off any information sheets that have been recommended to you
- Make a note of any further appointments you need and how you are going to receive those
- Ensure any actions you have agreed to take are followed up (e.g. an appointment with your dentist)
- Ring the practice to make a further appointment if you are asked to do that



We look forward to seeing you on doxy.me!