

Attending your appointment via video



Opcare is pleased to be offering virtual appointments via a video call.

This means we can still offer you support, advice and care even when you are not able to travel to clinic.



Where do I go to attend my appointment?



Follow the link you have been sent in your appointment confirmation letter.

Instead of travelling to your appointment, you enter the clinic's online waiting area. Opcare is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.



Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.



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



How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.



How much does a video call cost?

The video call is free (except for your internet usage).



Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

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+, iPadOS 13+



Apple Safari

MacOS 10.12+, iOS 11.4+, iPadOS 13+



Follow the link you have been sent in your appointment confirmation letter.

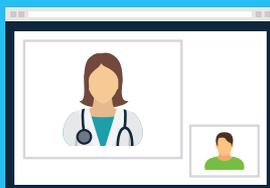
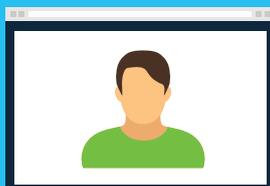
1

On this web page, click the **Start video call** button and follow instructions



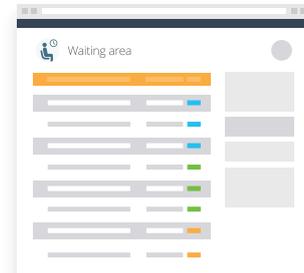
2

Wait in your own private video room



3

Your clinician sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready

What do I do if something is not working?

Please view our trouble-shooting guide to diagnose your problem.



For more information, please contact your local Opcare centre.