

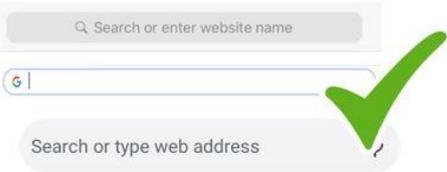
NHS Near Me is a confidential and secure service which allows you to attend your appointment using a video call rather than attending in person.

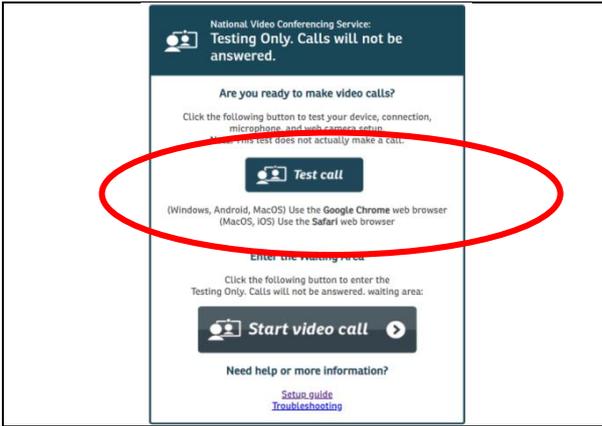
What do I need to make a video call?



- Good internet using:
 - Google chrome (on desktop, laptop, android tablet, android phone)
 - Safari (on iMac, Macbook, iPad, iPhone)
- A quiet room with good lights
- Web camera, speakers, and microphone.

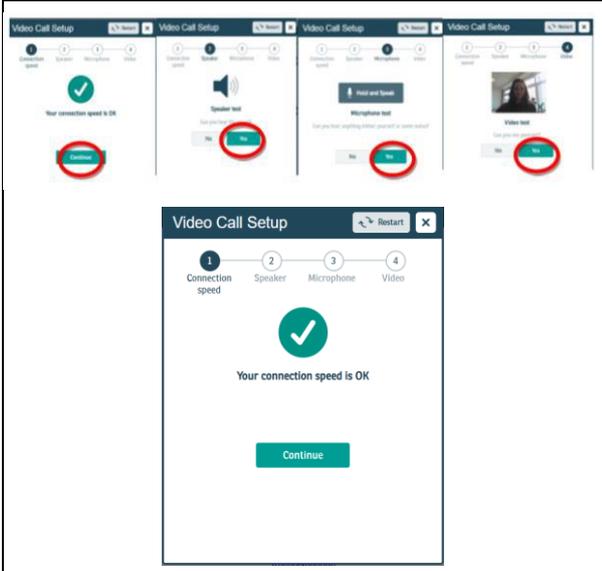
What next?

	<p><u>Make a Test call</u></p> <p>To check that your chosen device is compatible with Near Me</p>
	<p>From your device open your 'web browser' either Google Chrome or Safari</p>
<p>Address bar</p>  <p><i>Usually found at the top</i></p>	<p>Type the below link into your address bar</p> <p style="text-align: center;">https://www.nearme.scot/make-a-test-call</p>



Select the 'test call' button and follow the instructions

No calls will be answered from this page



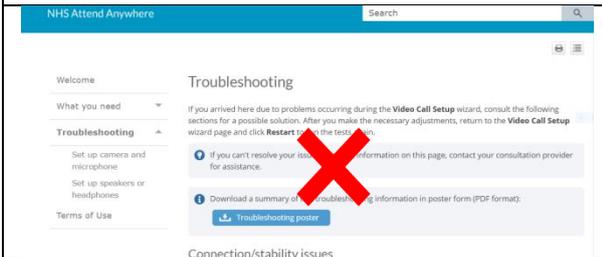
NHS Near Me checks that you have everything for a video call

It will test your microphone, speakers and camera.

You might have to press: 'allow access' for your microphone and camera.



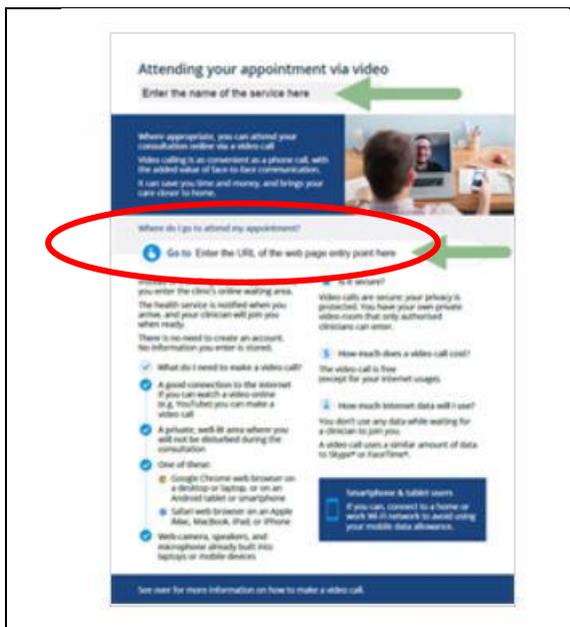
You are now good to go to have a video call using Near Me



If you are unable to access Near Me please call the number on your appointment letter to discuss an alternative.

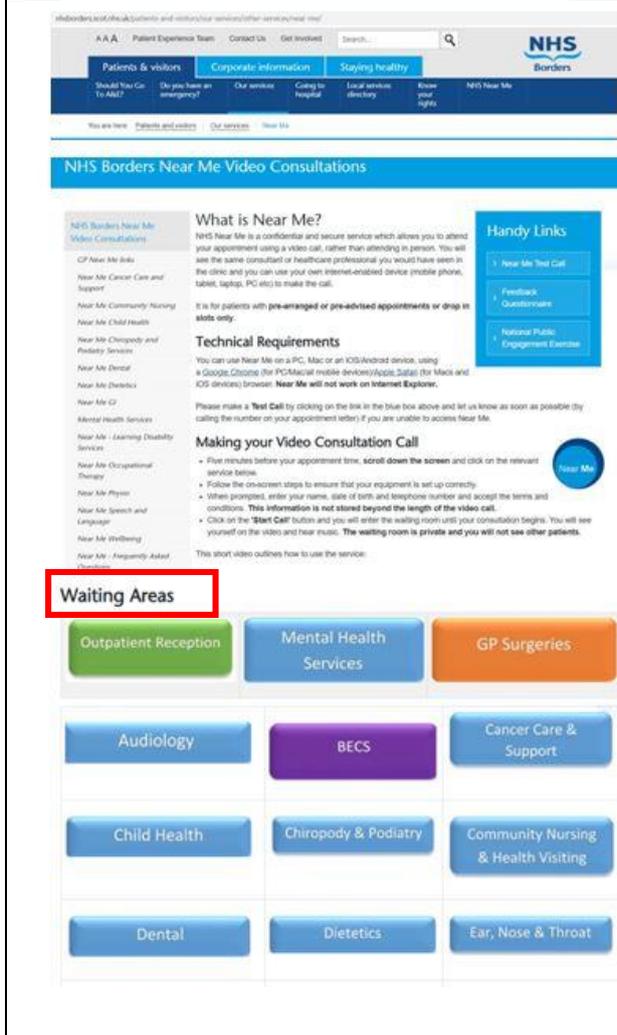


At the time of your appointment



Have your patient information leaflet on hand

This will have been sent out with your appointment letter

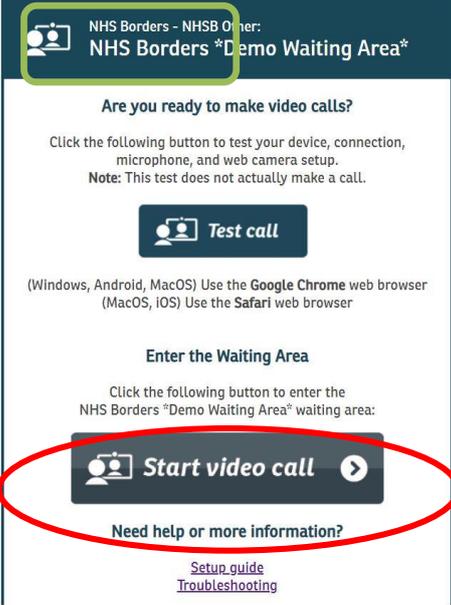
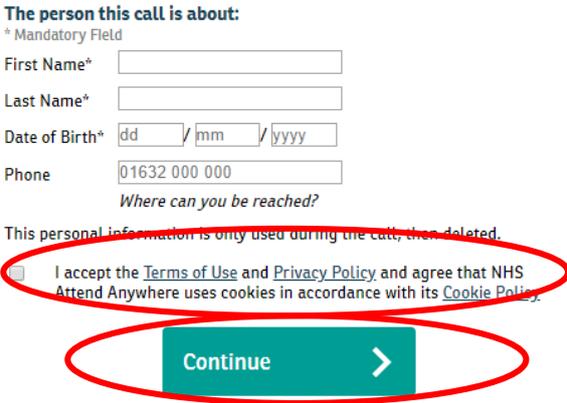
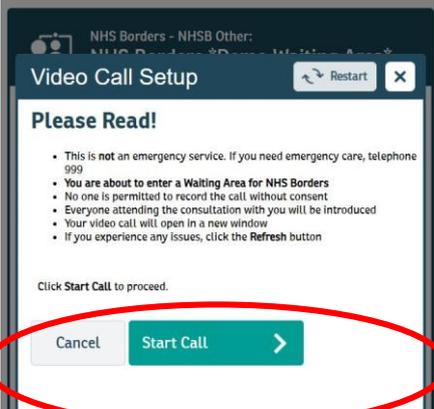


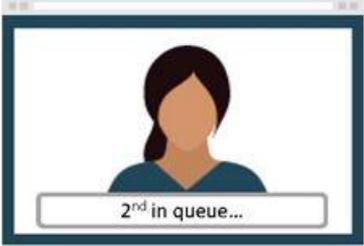
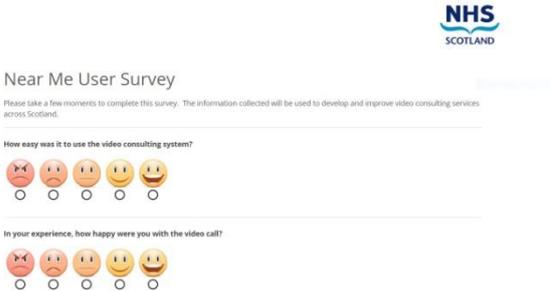
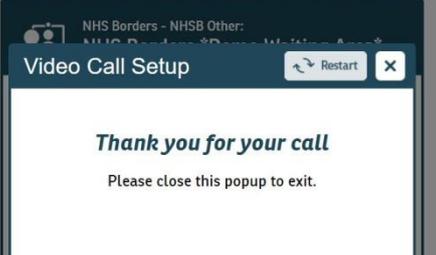
In order to simplify the patient journey a direct entry point has been embedded within NHS Borders website.

The link can be found by clicking on the below link

<http://www.nhsborders.scot.nhs.uk/patients-and-visitors/our-services/other-services/near-me/>

Using your appointment letter select the button with the name of the service

 <p>NHS Borders - NHSB Other: NHS Borders *Demo Waiting Area*</p> <p>Are you ready to make video calls?</p> <p>Click the following button to test your device, connection, microphone, and web camera setup. Note: This test does not actually make a call.</p> <p>Test call</p> <p>(Windows, Android, MacOS) Use the Google Chrome web browser (MacOS, iOS) Use the Safari web browser</p> <p>Enter the Waiting Area</p> <p>Click the following button to enter the NHS Borders "Demo Waiting Area" waiting area:</p> <p>Start video call</p> <p>Need help or more information?</p> <p>Setup guide Troubleshooting</p>	<p>You will be taken to this screen.</p> <p>Check that you are about to enter an NHS Borders waiting area.</p> <p>Select the 'start video call' button</p> <p>This will test your connection, speaker, microphone and video are still working</p>
 <p>The person this call is about:</p> <p>* Mandatory Field</p> <p>First Name* <input type="text"/></p> <p>Last Name* <input type="text"/></p> <p>Date of Birth* <input type="text"/> / <input type="text"/> / <input type="text"/></p> <p>Phone <input type="text"/> 01632 000 000</p> <p>Where can you be reached?</p> <p>This personal information is only used during the call, then deleted.</p> <p><input type="checkbox"/> I accept the Terms of Use and Privacy Policy and agree that NHS Attend Anywhere uses cookies in accordance with its Cookie Policy.</p> <p>Continue</p>	<p>When prompted enter your identifiable details :</p> <ul style="list-style-type: none"> • Your first and last name • Your date of birth • Contact phone number <p>Then accept the ' terms and conditions' and 'continue'</p>
 <p>NHS Borders - NHSB Other:</p> <p>Video Call Setup Restart X</p> <p>Please Read!</p> <ul style="list-style-type: none"> • This is not an emergency service. If you need emergency care, telephone 999 • You are about to enter a Waiting Area for NHS Borders • No one is permitted to record the call without consent • Everyone attending the consultation with you will be introduced • Your video call will open in a new window • If you experience any issues, click the Refresh button <p>Click Start Call to proceed.</p> <p>Cancel Start Call</p>	<p>A box will pop up on the screen'</p> <p>Read the information then click on the 'start call' button.</p>

	<p>You will then enter your own virtual 'Waiting Area'.</p> <p>Please read any messages from the service.</p>
	<p>Your consultant will be notified that you have arrived in the 'virtual Waiting Area' and will join the call appearing on your screen.</p> <p>At the end of the consultation the clinician will end the call.</p>
	<p>At the end of the call you may be asked to complete an optional survey</p>
	<p>To exit click on the 'x' button at the top of the screen</p>