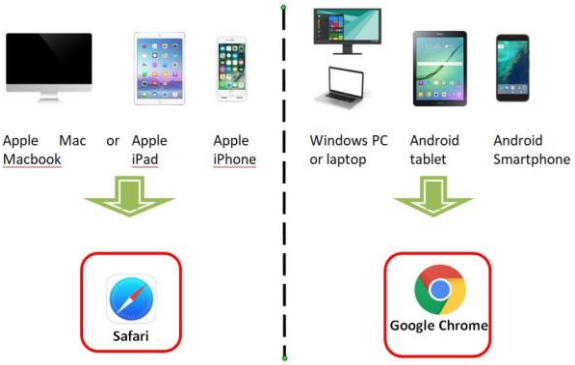
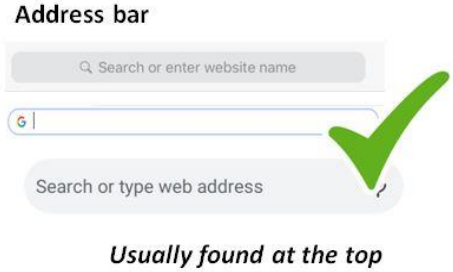
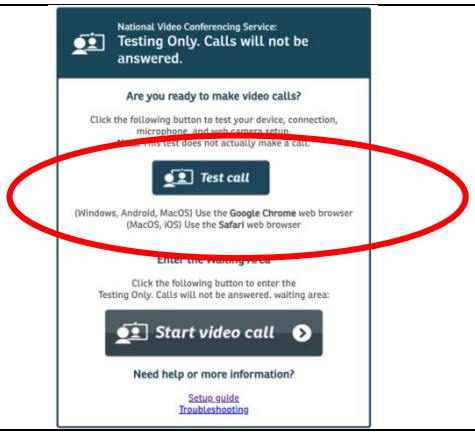
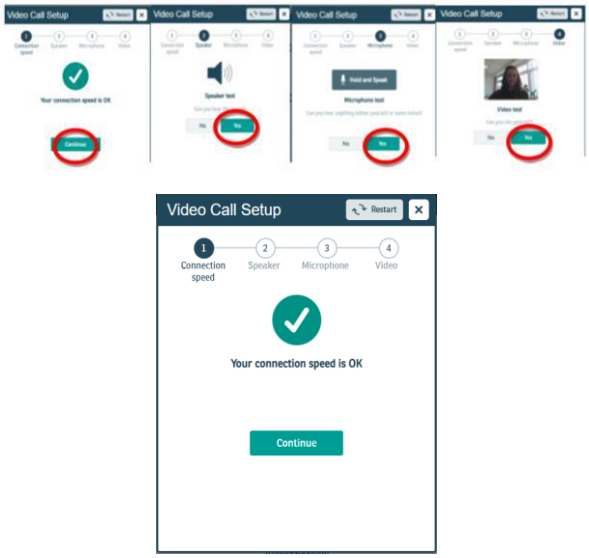
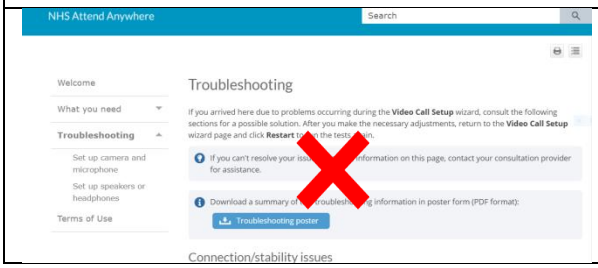
NHS Near Me is a confidential and secure service which allows you to attend your appointment using a video call rather than attending in person.

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?

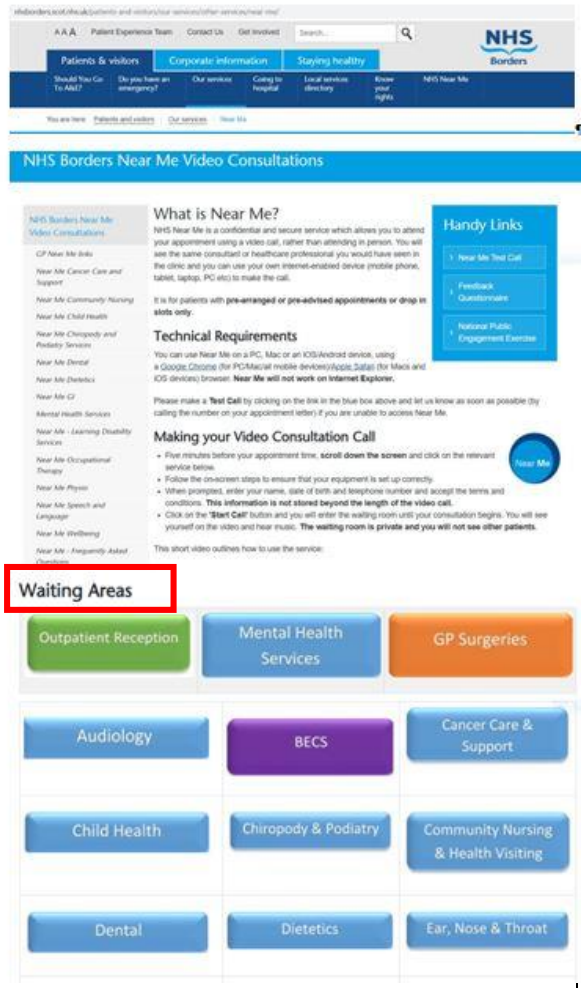
	Make a Test call To check that your chosen device is compatible with Near Me
	From your device open your 'web browser' either Google Chrome or Safari
	Type the below link into your address bar https://www.nearme.scot/make-a-test-call

	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

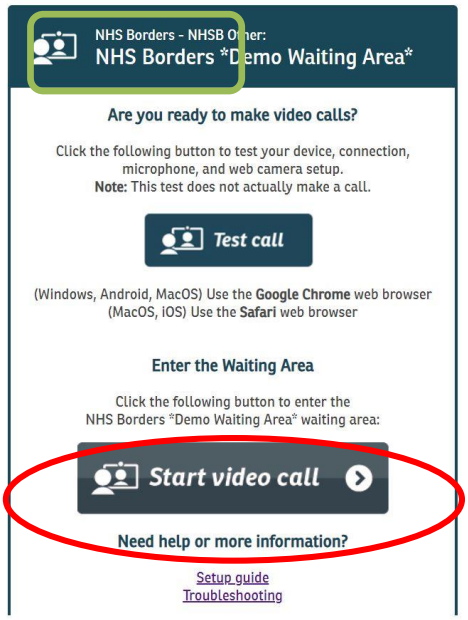


In order to simplify the patient journey a direct entry point has been embedded within NHS Borders website.

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

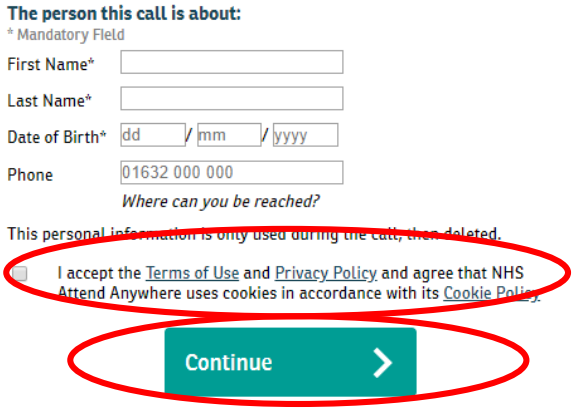


You will be taken to this screen.

Check that you are about to enter an NHS Borders waiting area.

Select the '**start video call**' button

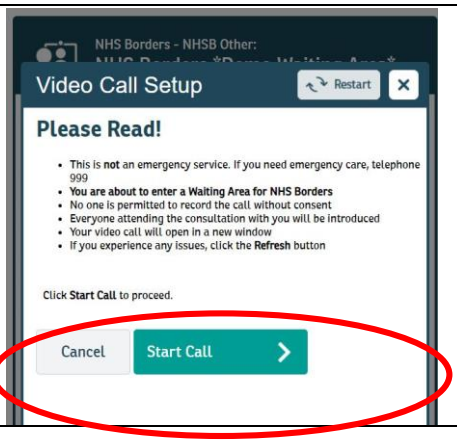
This will test your connection, speaker, microphone and video are still working



When prompted enter your identifiable details :

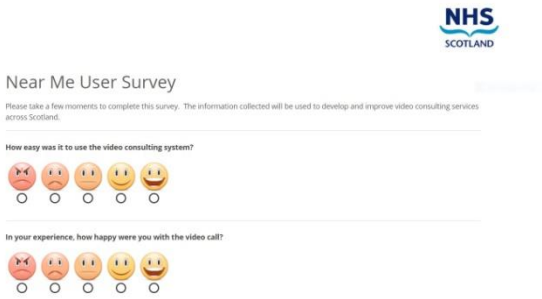
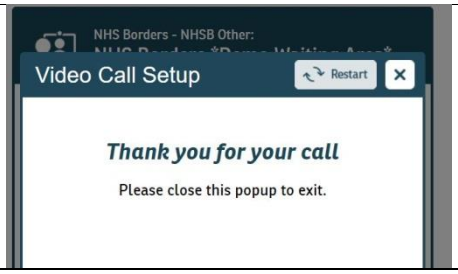
- Your first and last name
- Your date of birth
- Contact phone number

Then accept the' terms and conditions' and '**continue**'



A box will pop up on the screen'

Read the information then click on the '**start call**' button.

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