Using Attend Anywhere for Video Consultations

NHS

Information for Care Homes in Ipswich and East Suffolk

Where do I go to access Attend Anywhere Video Consultations?

You will need to use the relevant weblink or QR code (please see below).

Once you enter the online waiting area, the health service is notified and the clinician will join you when ready. There is no need to create an account. No information you enter is stored.

ESNEFT virtual outpatient clinics
If you are helping a resident to access a virtual outpatient clinic at Ipswich or Colchester Hospital, go to:
https://www.esneft.nhs.uk/virtual-clinics/

Community teams
Please contact your community team if you would like to arrange a video call, for example with a district nurse or therapist.

St Elizabeth Hospice 'OneCall'
Please call 0800 567 0111 to arrange a video call for end of life and palliative care support. St Elizabeth will provide you with the relevant weblink to access Attend Anywhere.

Further information on 'OneCall' can be found here https://www.stelizabethhospice.org.uk/coronavirus-information/the-hub/

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

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.

How much internet data will I use?

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

If you can, connect to your 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+

Apple Safari
MacOS 10.12+, iOS 11.4+,
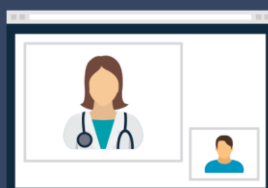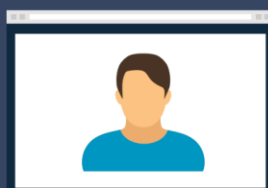iPadOS 13+

Go to the relevant weblink or use QR code

1

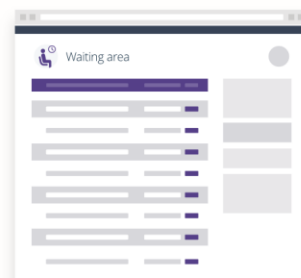On this web page, click the **Start video call** button and follow instructions

Health Service

Start video call

2

Wait in your own private video room

3

Your healthcare provider sees you arrive in the waiting area queue...

Waiting area

4

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

What do I do if something is not working?

Please see the troubleshooting guide or visit https://nhs.attendanywhere.com/troubleshooting