

Video / Telephone Consultation

Information for service users and carers



You may have already been asked by your healthcare professional if they can contact you by WhatsApp or if they can hold your next appointment over the telephone or online by video consultation. This will help us to continue with your treatment without you having to leave your home. If your appointment is going to be video consultation, this leaflet will explain how this will work.

How will this work?

If you have access to a mobile phone, laptop or computer and have internet access you will be able to use this option. Your healthcare professional will ask you to download the 'AirMid UK' app from IOS and Android app stores. This is free of charge.



The device you will be using will need a microphone and a web camera so you and your healthcare professional can see and hear each other during the appointment.

How will I log onto the appointment?

Details of how to download the app and your username and generic password will be provided to you by your healthcare professional before your appointment. This may be done verbally, by letter or via a text message (please note that text message is only available in some services).

If you already have access to SystemOnline Services (this could be via your GP), you can use the same log in details for Airmid.

If you are not already registered, you will need to provide an email address to your healthcare professional so that they can register you.

If you are unsure whether you are registered, your healthcare professional may be able to look in your record to check this for you.

What about confidentiality?

With any appointment, we will keep the information discussed with you confidential. Your healthcare professional will make sure that they are within a

private room for your appointment slot. We would also ask you to make sure you cannot be overheard by anyone who you do not wish to hear the conversation.

Just like any other appointment, a record of your discussion will be kept in your patient record. This is to help keep you safe and to ensure anyone else who you have given consent to see this information has access to it to support you and your care.

How will I know when my appointment is?

An appointment time and date will be set with your healthcare professional in advance. If you are unable to keep your appointment, please can you do as you normally would and let the service know as soon as possible so that another appointment can be arranged for you. If you do this as soon as you can, the slot may then be used by someone else.

What happens at the appointment?

When it is time for your appointment, if you have been provided with a link, you need to click on the link you have been sent and this will start your appointment with your healthcare professional.

Alternatively, at the time of the appointment (or just before) you will need to log into the Airmid app and go to the appointment section, select the appointment and enter video consultation. Airmid will provide you with a consultation code to enter to start the video consultation. If you have enabled 'push' notifications for this app on your device, you will also receive a 'push' notification reminding you of your appointment.

If for any reason the link does not work or the video does not start, your healthcare professional will give you a call on the telephone number you have provided.

After the appointment

Before ending your appointment your healthcare professional will ask if you have any questions, they will also check to make sure you have understood what has been discussed and check that you understand what will happen next.

If you would like this in large print, braille or on audiotape or would like this document in an alternative language, please contact the Patient Advice and Liaison Service on 0800 015 4334.

Amharic

ይህንን ጽሑፍ በግልጽ እንዲታይዎ በትልቁ፣ በብሬል ተጽፎ ወይም በቱፕ ተተኪቶ ወይም በሌላ ቋንቋ ተጽፎ ለማንኛውም ክፍል ከዚህ የሰጡትን ምክርና ግንኙነት ለገልግሎትን በዚህ ቁጥር 0800 015 4334 ደውሎ ጋንግሩ።

Arabic

إذا أردت الحصول على هذه الوثيقة بالخط الكبير أو بلغة برايل أو على هيئة شريط صوتي أو مترجمة إلى لغة بديلة فيرجى الاتصال بخدمة التنسيق ونصيحة المريض Patient Advice and Liaison Service على رقم الهاتف 0800 015 4334 .

Bengali

আপনি যদি এটা বড় অক্ষরের ছাপায়, ব্রেইল-এ, বা কানে শোনার টেইপ-এ পেতে চান অথবা আপনি যদি এই কাগজটা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে 0800 015 4334 নম্বরে পেশেন্ট এ্যাড্‌ভাইস এন্ড লিয়েজঁ সার্ভিসের সাথে যোগাযোগ করবেন।

Cantonese (traditional Chinese)

如果你希望本文件是采用大字印刷、盲文或录音磁带等格式，或者希望本文件是使用其它的语言，请联络病惠建议与联络服务 (Patient Advice and Liaison Service)，电话号码：0800 015 4334。

Czech

Pokud byste chtěli dokument psaný většími písmeny, brailovým písmem nebo na zvukové kazetě nebo v jiném jazyku, prosím, kontaktujte poradenskou službu pacientům na tel. 0800 015 4334.

Farsi

در صورت تمایل به داشتن این سند به نسخه ای با چاپ درشت تر، به خط بریل یا نسخه صوتی، و یا به زبانی دیگر، لطفاً با دفتر خدمات مشاوره و هماهنگی بیماران به شماره تلفن ۰۸۰۰۰۱۵۴۳۳۴ تماس حاصل نمایید.

French

Si vous désirez ce document en gros caractères, en braille, enregistré sur cassette audio ou dans une autre langue, veuillez contacter le service de conseils et liaison des patients (Patients Advice and Liaison Service) au 0800 015 4334.

Kurdish Sorani

ئەگەر تۆم زانیاریاتە بە چۆنی گۆره، برائیل یان لەمەس شریتی دەنگی دەخوازیت باخود تۆم بەلگەنامە بە زمانیکی دیکە دەخوازیت، تکلێه پامۆندی بکە بە خزمەتگۆزاری زینمایی و هاوناھەنگی نەخۆشەو بە ژماره 0800 015 4334.

Polish

Jeżeli dokument wymagany jest w wersji drukowanej dużą czcionką lub alfabetem Braille'a, na kasecie audio lub w innym języku, prosimy o kontakt z zespołem ds. kontaktów z pacjentami (Patient Advice and Liaison Service) pod numerem telefonu 0800 015 4334.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਵੱਡੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ ਚੱਟੇ ਹੋ ਜਾਂ ਇਸ ਸਮਰਾਹਿਣ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚੱਟੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਰੀਜ਼ ਸਲਾਹ ਅਤੇ ਤਾਲ-ਮੇਲ ਸੇਵਾ (Patient Advice and Liaison Service) ਨਾਲ 0800 015 4334 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Somali

Haddii aad jeclaan lahayd in aad kan ku hesho far waaweyn, farta braille ee dadka indhaha la' ama cajalad dhegeysi ah ama haddii aad jeclaan lahayd in aad dukumeentigan ku hesho luqad kale, fadlan Adeegga Talobixinta iyo Xiriirinta ee Bukaanleyda (Patient Advice and Liaison Service) kala soo xiriir lambarka 0800 015 4334.

Turkish

Bu belgeyi büyük yazı, braille (kör alfabesi) veya ses kaydı olarak veya başka bir dilde almak istiyorsanız, lütfen 0800 015 4334 no.lu telefondan Hasta Danışmanlık ve İrtibat Hizmetleri ile bağlantıya geçiniz.

Urdu

اگر آپ یہ بڑی چھپائی، بریل میں یا صوتی ٹیپ پر حاصل کرنا چاہیں یا یہ دستاویز کسی قابل زبان میں چاہیں تو برائے کرم پیشاپیش ایڈوائس لینڈ لیجران سروس سے 0800 015 4334 پر رابطہ کریں۔

Vietnamese

Nếu muốn có tài liệu này dưới dạng in chữ cỡ lớn hơn, chữ nổi braille hay bằng ghi âm, hoặc bằng một ngôn ngữ khác, xin quý vị liên hệ bộ phận Dịch vụ Tư vấn và Liên lạc với Bệnh nhân theo số 0800 015 4334.

This information is correct at the time of publishing
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