

Attending your appointment via video

Ophthalmology - General

Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Where do I go to attend my appointment?



Go to: <https://nhs.wales.vc/abb-ophthgen>

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service 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.



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.

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+



Go to: <https://nhs.uk/abb-ophthgen>

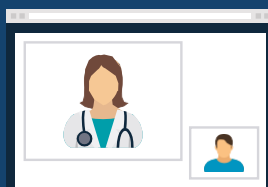
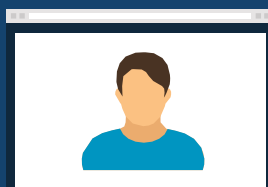
1

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



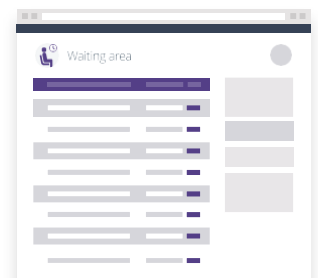
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Wait in your own private video room



3

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

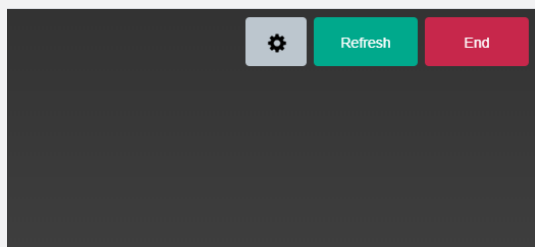


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...and joins you in your video room when they are ready

Bad connection?

Please note that if there is a poor network connection and your call drops out your clinician and you may need to refresh your screen by tapping on your screen and Pressing the green "Refresh" button.



Please note that when you do this you may get a Message that the other party has left the call.

Please ignore this temporary message, you will be reconnected with each other within a few seconds.

John Smith has joined the call

John Smith has left the call

Am I ready to make video calls to the Eye Clinic?

Tap the attached link if you are online or copy this link into your address bar on your device, to run a quick test: <https://nhswales.vc/abb-ophthtestrun>

We recommend you do this well advance of your appointment so that if there are any problems, they can be identified in advance of the consultation. If your call is successful, you will see yourself through your video camera on your device screen and you will hear an audible Welsh and English acknowledgement of your call. Once you have seen yourself and heard the acknowledgement, you can now end your test call by pressing the (red) End button.

If you find that your video call test was not successful, e.g. you could not see yourself on your screen or you could not hear the audible acknowledgement, Please look at the troubleshooting guide using the link below.

What do I do if something is not working?

Visit <https://wales.nhs.attendanywhere.com/troubleshooting>

If you have tried all the suggestions for sorting out your problem and your test call is still unsuccessful, please call our booking office on 01495765186, to let them know that you will not be suitable for a video call.

More information

Visit <https://wales.nhs.attendanywhere.com/callers>