

Information for Patients
Undertaking Telephone or Video
Appointments
Physiotherapy Service

This leaflet will help you understand how to prepare for and what to expect from your telephone or video assessment.

The time and date of your telephone or video appointment will be confirmed when you contact the department to book an appointment or is included in the appointment letter/email sent with this leaflet.

Although every effort will be made to contact you at the exact time you agree, we cannot guarantee the clinician will contact you at exactly that time. If you have booked, for example, 10:00 please be available to receive your call/video contact within an hour of your agreed time, i.e. 10:00 – 11:00. Please allow up to 30-45 minutes for the appointment. The telephone/video call will not be recorded but clinical notes will be taken by the clinician. If you record the consultation, please inform the clinician. We would ask that you do not post the images on social media or in any other way make them public.

Incoming calls from our hospital departments often show as 0330 or unknown numbers so please bear this in mind when expecting hospital contact. If you fail to respond to the phone call or do not make yourself available for the video consultation at the agreed time, we will register that you have not attended the appointment and are required to discharge you from the clinic list.

Please have information ready about your surgical and medical history, including a list of medications you are taking and maternity notes if you are pregnant. It is advisable you consider the privacy and suitability of your environment and location to undertake the call/video appointment.

When you receive your agreed telephone call/video contact the clinician will confirm his or her identity. You will be asked in return to confirm your identity and agree actions should the call end suddenly or the computer connection fail.

If you agree to a video appointment, you will need the following:

- Internet access – we recommend using WiFi rather than 4G to ensure the signal is reliable. Try to be as close to your internet router as possible
- Google Chrome or Safari web browser
- Desktop computer / laptop / smartphone or iPad/tablet with a microphone and camera
- A quiet location with good lighting, away from noise and distractions to clearly hear and undertake your video appointment in private

If you are having a video appointment using 'Attend Anywhere', a short explanatory video is available at this web address: <https://digitalhealth.wales/tec-cymru/nhs-wales-video-consulting-service>

If you are having a foot or ankle assessment, have shoes most usually worn with you in case the clinician needs to talk to you about your footwear.

During video appointments you may be asked to demonstrate movements. Please wear something appropriate and loose fitting to be able to do this in relation to the problem you are being assessed for e.g. vest top for shoulder, neck or back problem and shorts for hip, knee or foot pain.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg