

How to contact us about your video appointment

If you have any questions about your video appointment, you can contact the team using the relevant number on our website:

www.ruh.nhs.uk/virtualclinics

Our administrative team will do their best to help answer your query or will pass on a message to your doctor or nurse.

Feedback about your experience

You may receive an email or text message from us after your video appointment, inviting you to complete an optional, anonymous online questionnaire about your experience.

Please contact the Patient Advice and Liaison Service (PALS) if you require this leaflet in a different format, or would like to provide additional feedback on your experience of the hospital.

Email ruh-tr.PatientAdviceandLiaisonService@nhs.net or telephone 01225 825656.

Data Protection and GDPR

We take looking after your personal data very seriously and ensure that we comply with the Data Protection Act 2018 and GDPR. If, however, you have any concerns then you can contact the Trust Data Protection Officer.

Email ruh-tr.IGQueries@nhs.net or telephone 01225 826268.

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath BA1 3NG
01225 428331

Video Appointments using 'Visionable'*

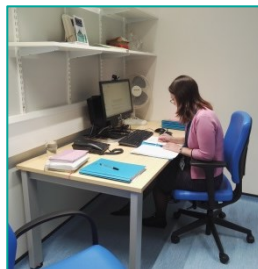


What is Visionable?

Visionable is a secure video conferencing platform designed specifically for healthcare. You can use Visionable on whatever works best for you – on your mobile, computer or tablet (see technical requirements).

Where will the clinician be during the video session?

Your clinician will be in a quiet, private room when meeting you over video. Most commonly this will usually be a clinic room. No-one else will be present in the room without your knowledge and no-one else will be able to overhear your conversations.



How confidential is video-calling over Visionable?

All Visionable-to-Visionable voice and video is encrypted. This means that all conversations are confidential and protected from anyone being able to listen in.

Technical requirements

In order for the call to be successful, you will need a compatible computer / tablet / smartphone with audio, video and microphone capability. Your Web Browser should be the latest version of Chrome, Firefox or Safari (not Internet Explorer). In the majority of cases the minimum requirements will be met by your device, but as a rough guide if you can stream video from Youtube or Netflix you should be ok. The technical requirements are available on our website:

www.ruh.nhs.uk/virtualclinics

We recommend ensuring your device is connected to WiFi instead of mobile data, to avoid using your mobile data allowance.

Before your video appointment

Once arranged, details of the video appointment will be sent to you via email or text message. An example appointment is shown in the box below:

From: support@visionable.com:

Please click on the link below to join your video consultation appointment on 29/05/202 at 10:35. You are able to join up to 10 minutes prior to the actual time of the appointment

<https://ruh.visionable.com/clinic?id=.....>

Please check you junk emails if the email is not in your Inbox.

At the time of your video appointment

Please ensure you have opened the link (if your default browser is not supported please cut and paste the link from your email into one of the supported browsers), and are waiting in the virtual waiting room in good time before the consultation is due to start. **After clicking “Enter Clinic” and joining the appointment, you may need to “allow” microphone and “allow” camera.**

Please situate yourself in a quiet, comfortable and confidential area where there will be no interruptions. You are responsible for ensuring your environment is secure. Any persons within your location may be able to over-hear your consultation, so you need to be aware of this and take appropriate steps if you wish for your consultation to be completely private.

If the clinician is running significantly late, a member of the team will notify you by telephone.

What if I’m having issues with the Visionable video-call?

If you are experiencing problems accessing the appointment, please notify a member of the team by telephone using the relevant number on our website:

www.ruh.nhs.uk/virtualclinics

Please notify the nurse or doctor if you are experiencing technical issues during the consultation.

Failure to attend

Once booked it is very important that you attend the appointment. Failure to attend may mean a delay in your treatment. It also ensures the clinician’s time is used appropriately and no appointments are wasted.

Opting out of video consultations

Please notify a member of the team if you wish to opt-out of video consultations. During exceptional circumstances, the hospital may not be able to offer a face to face appointment.

Recording

If you wish to record the conversation please inform the clinician beforehand so they are aware of this. The video consultation will not be recorded by the hospital, but the details of the consultation will be entered in to our electronic or physical health record, the same as they would be for a face to face consultation.