

PRINTABLE GUIDE

Prepare for a video health appointment

A video consultation is an appointment with a healthcare professional using your camera and microphone. Your provider decides whether it is suitable for your needs. These steps prepare the technology; they do not assess symptoms or replace clinical advice.

Phone, tablet or computer | 2 min read | 5 steps

Before you start

- ☐ Have your genuine appointment invitation and provider's contact number.
- ☐ Use a charged device, internet connection and a quiet private space.

1. Confirm the appointment route

Read the provider's instructions for the date, time, link and required app or browser. If the invitation is unexpected, confirm with the clinic using its known number before entering details.

- ☐ Done this step

2. Test the equipment beforehand

Use any test link supplied. Allow camera and microphone access for the appointment service when required. Check that you can hear sound and that your face is well lit.

- ☐ Done this step

3. Prepare your notes

Write your questions and gather any information the clinic asked you to have ready. Keep paper nearby. Tell the provider ahead of time if you need an interpreter or accessibility support.

- ☐ Done this step

4. Join as instructed

Open the genuine link at the advised time. Enter the requested details, wait in the virtual waiting area and keep your phone available in case the clinic calls.

☐ Done this step

5. Finish with a clear next step

Ask the clinician to clarify follow-up arrangements. If the video fails, follow the clinic's fallback instructions or call it; an alternative telephone or in-person appointment may be needed.

☐ Done this step

Try it for yourself

Test your camera and microphone using the clinic's instructions before appointment day.

☐ I tried the task.

My notes

What if I cannot use video?

Contact the provider before the appointment and discuss an alternative. Do not cancel ongoing care merely because the app or camera is difficult to use.

Official help and the online guide

NHS video consultations - <https://www.nhs.uk/nhs-services/gps/video-consultations/>

Read online: <https://plaintech-guides.pages.dev/guides/prepare-for-a-video-health-appointment/>