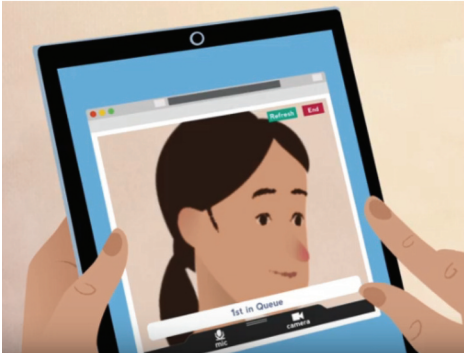




# How to Attend a Near Me Appointment





**Appointments by video from your home  
or wherever is convenient for you**

## Near Me appointments

You will normally receive a letter, an appointment card or a phone call with the date and time of your Near Me appointment. You can test your equipment and connection speed before you first attend to check you can use Near Me.

## What do I need for an appointment?

For Near Me at home, you need:

- A reliable internet connection (broadband or mobile)
- A device for making video calls, such as a tablet, smartphone or computer with webcam
- Google Chrome  browser, or Safari  on Apple products.

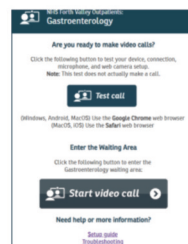
Google Chrome can be downloaded for free at [www.google.co.uk/chrome](http://www.google.co.uk/chrome)

## Step 1: Go to website

If this is the first time you are using Near Me, we suggest that at least 30 minutes before the time of your appointment, you go to the NHS Forth Valley website [www.nhsforthvalley.com/nearme](http://www.nhsforthvalley.com/nearme) and follow the on-screen instructions. Alternatively, type the waiting area URL that is mentioned in your letter or appointment card into your browser bar.

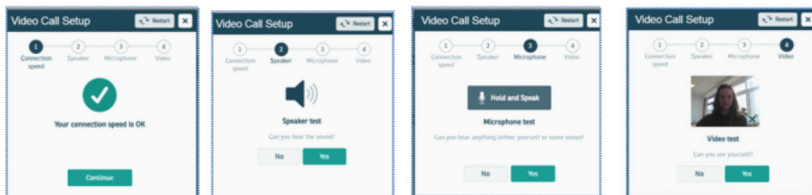
## Step 2: Start video call

This opens up a new window. Click on the 'Start video call' button. On some devices you may be offered a 'Test call' option: this is just a test and does not connect you to a real person.



## Step 3: System checks

The system checks you have everything in place to make a Near Me call. All calls involve an internet check. The system also checks for a speaker, microphone and video; this is automated on some devices, or you may be asked to check manually. Click 'Continue' or 'Yes' on each. If asked, allow access to your microphone and video.



## Step 4: Enter name

Next, enter your name as it appears on your letter or appointment card. Please also enter your contact phone number where you can be reached during your video call and date of birth if prompted. Tick to agree the terms and conditions. You will then be given some information. Press 'Start Call' again.

## Step 5: Connect call

You will enter a private 'on-line' waiting area where the healthcare professional will join you when they are ready to see you.

## Refreshing and ending calls

If you have any difficulties during the Near Me video call, such as poor video or sound quality, try refreshing the call. Click on the 'Refresh' button, which appears in the top right hand corner if you touch the screen or move your mouse into this area. Refreshing temporarily disconnects the call and then rejoins it. To end the call, click the 'End' button.

## Video call security

Near Me uses secure video consulting which has been approved as private and confidential by NHS Scotland. Near Me calls are not recorded.

## More information

More information about Near Me is available from:

[www.nhsforthvalley.com/nearme](http://www.nhsforthvalley.com/nearme)

or contact your healthcare professional using the contact number given on your appointment letter or card.



Near Me is powered by *Attend Anywhere*



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### If you can't go let us know!

Every month around 2,000 people across Forth Valley fail to turn up for hospital appointments. This costs the NHS millions of pounds each year and increases waiting times. So if you are unable to attend or no longer require your hospital appointment please let us know so we can offer it to someone else.

**We are happy to consider requests for this publication in other languages or formats such as large print. Please call **01324 590886 (9-5)** to arrange this or email [FV-UHB.disabilitydepartment@nhs.net](mailto:FV-UHB.disabilitydepartment@nhs.net)**

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