



**Your online  
consultation  
BSL video**



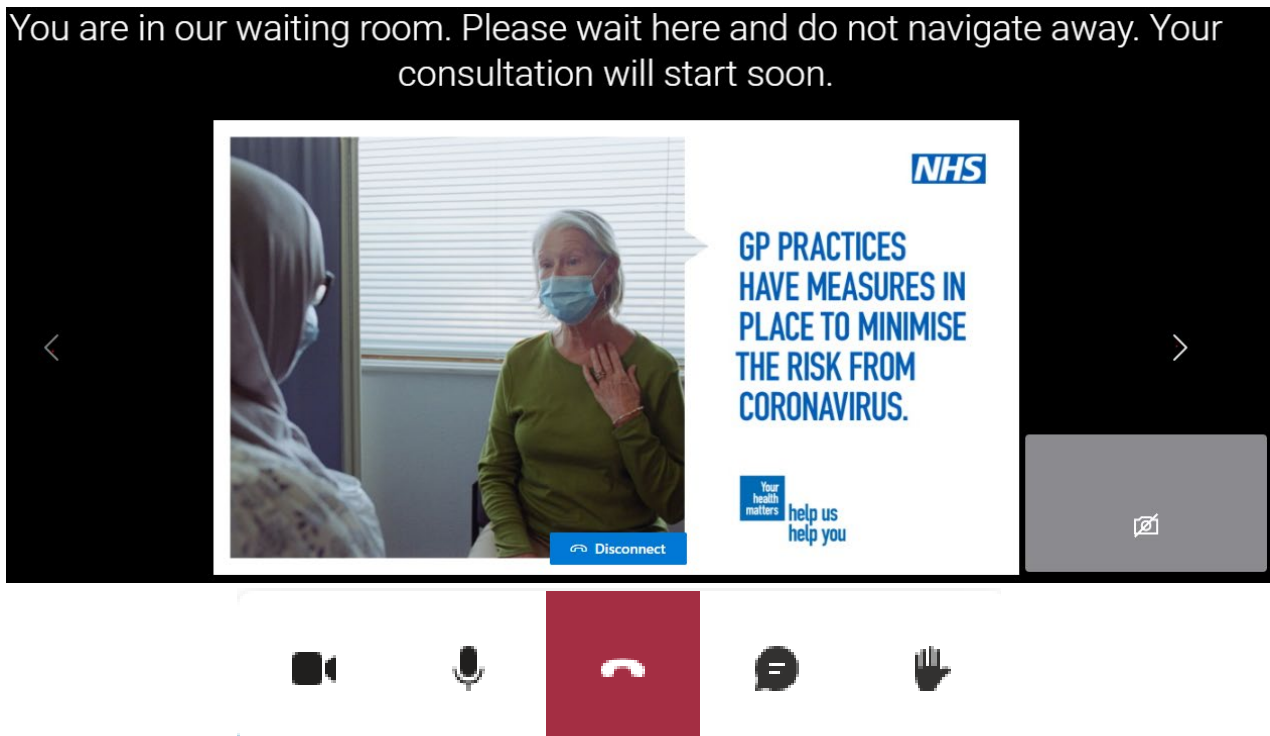
**Cumbria, Northumberland,  
Tyne and Wear**  
NHS Foundation Trust

## Your online consultation

You have chosen to have an online consultation.

An online consultation is a video call between you and your clinician using the internet and a laptop, computer, tablet or mobile phone.

You are in our waiting room. Please wait here and do not navigate away. Your consultation will start soon.



### What do I need to make an online video call?

- ✓ The device you use will need to have a camera, speakers and microphone.
- ✓ A private well-lit area, where you will not be disturbed.
- ✓ A good connection to the internet (if you can watch a video on your device you will be able to make a video call).
- ✓ To avoid being charged for using mobile data, please try to use your device with your home Wi-Fi network.

## How does my online appointment work?

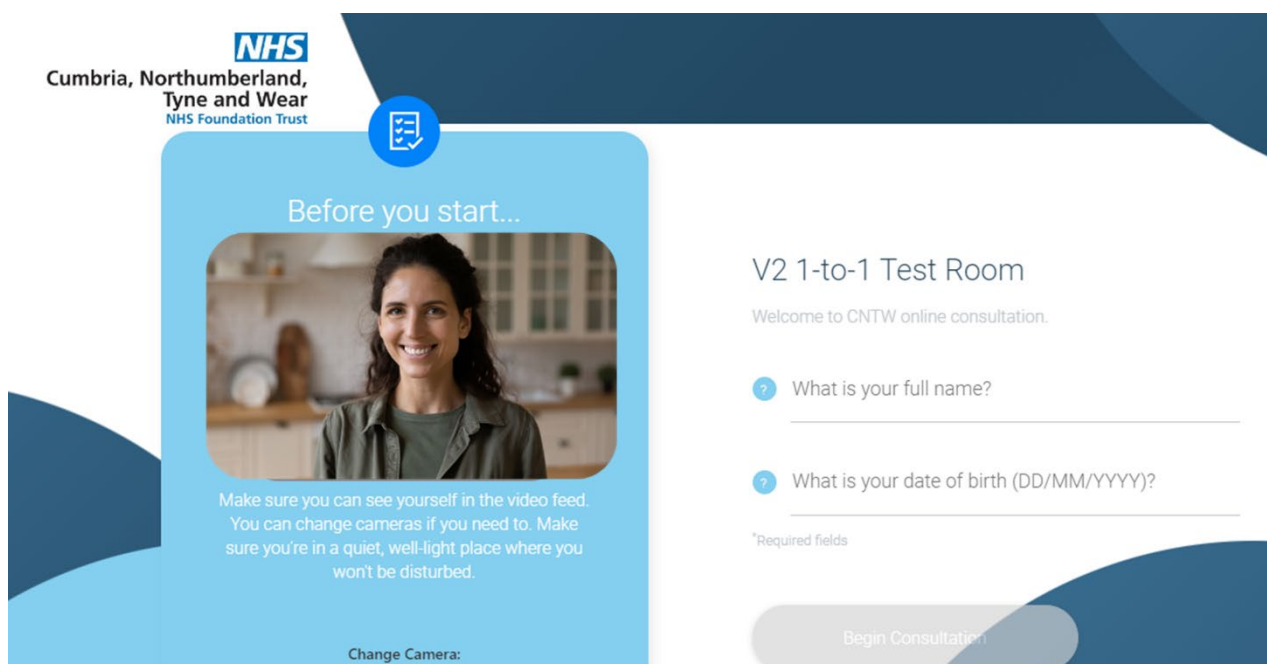
You will have been given a website address to log onto.

You will be asked to enter your:

- name
- date of birth
- consent

Once you've done this you will enter the clinic's online waiting area.

The clinician will be notified that you have checked in for your appointment and they will join you when they are ready.



The screenshot shows the NHS online consultation interface. On the left, there is a blue panel with the NHS logo and the text 'Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust'. Below the logo is a blue circle with a white icon of a person and a checkmark. The main content area is white and features a video feed placeholder with a woman's face. Below the video feed, there is text: 'Make sure you can see yourself in the video feed. You can change cameras if you need to. Make sure you're in a quiet, well-lit place where you won't be disturbed.' At the bottom of the video feed area, there is a 'Change Camera:' button. To the right of the video feed, there is a form titled 'V2 1-to-1 Test Room' with the subtitle 'Welcome to CNTW online consultation.' The form contains two required fields: 'What is your full name?' and 'What is your date of birth (DD/MM/YYYY)?'. Below the fields, there is a '\*Required fields' note and a 'Begin Consultation' button.

## How does group online appointment work?

You will have been given a website address to log onto.

You will be asked to enter your

- name
- access code

Once you've done this you will enter the clinic's group online waiting area.



Before you start...



Make sure you can see yourself in the video feed.  
You can change cameras if you need to. Make  
sure you're in a quiet, well-lit place where you  
won't be disturbed.

Change Camera:

## v2 Auditorium Test Room

Welcome to CNTW online consultation.

 Display Name

 Access Code

\*Required fields

Join Group Session

## Are online appointments secure?

Yes, video calls you make are secure and your privacy is protected. You will be in your own unique online waiting area that only the clinician you have the appointment with can enter. No information you enter is stored in anyway.