
Attending your outpatient video consultation

The Royal Marsden Private Care is now offering video consultations as well as physical appointments for patients.

Video calling is as convenient as a phone call, with the added value of face-to-face communication. You will receive the same high quality of care as you would in a regular outpatient appointment.

Where do I go to attend my appointment?

 Go to: <https://www.royalmarsden.nhs.uk/private-care/video-consultations>

What do I need to make a video call?

- A good connection to the internet. If you can watch a video online (e.g.YouTube) you can make a video call
- A private, well-lit area where you will not be disturbed during the consultation
- Google Chrome web browser on a desktop, laptop, Android tablet or smartphone; Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- Web-camera, speakers and microphone already built into laptops or mobile devices

Is it secure?

- Video calls are secure; your privacy is protected.
- You have your own private video room that only authorised clinicians can enter.

How much internet data will I use?

- You don't use any data whilst waiting for a clinician to join you. An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

How much does a video call cost?

- The video call is free (except for your internet usage).



Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance

Get ready to make video calls

Make sure that you use one of the following web browsers:



Google Chrome
Windows 7+, Android 5.1+, MacOS 10.11+



Apple Safari
MacOS 10.12+, iOS 11.4+, iPadOS 13+

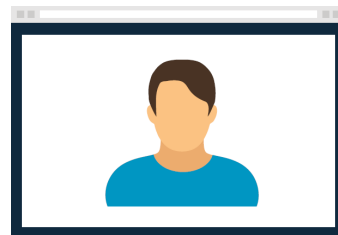


Go to: <https://www.royalmarsden.nhs.uk/private-care/video-consultations>

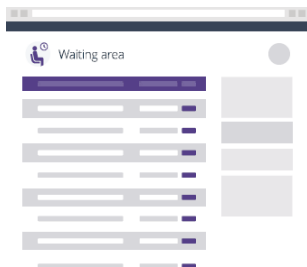
- 1.** Go to your video consultation email confirming your appointment, click on the URL and follow the instructions.



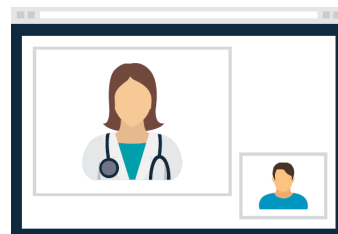
- 2.** Wait in your own private video room



- 3.** Your clinician sees you arrive in the waiting area queue...



- 4.** ...and joins you in the video room when they are ready



What do I do if something is not working?

Visit <https://nhs.attendanywhere.com/troubleshooting>