

## Attending your outpatient video consultation

The Royal Marsden 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/video-consultations-your-outpatient-appointment>

#### 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 Android 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 your 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.

[See over for more information on how to make a video call](#)



# 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/video-consultations-your-outpatient-appointment>

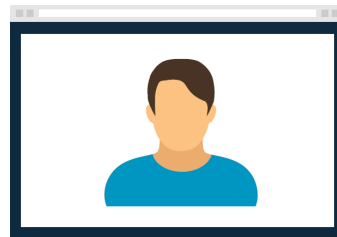
1.

Go to your video consultation text message confirming your appointment, click on the URL and follow the instructions.



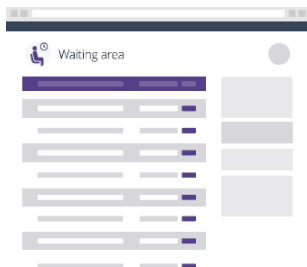
2.

Wait in your own private video room.



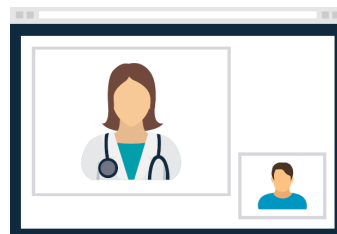
3.

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>