**Remote appointments (Telehealth)**

* You have been offered a remote appointment. This will be delivered by YAIS staff via your computer or tablet, so you do not need to attend the Listening for Life Centre.
* This session used to be provided to a group of patients and held at the Listening for Life Centre at BRI. Unfortunately, due to Covid-19, this is not going to be possible for the foreseeable future.
* The session is now a joint telehealth session – other patients will also be ‘attending’. You will be able to see their faces and names on the screen and they will be able to see yours, just as you would have seen other patients and heard their names if the session was still held at the Listening for Life Centre.
* It is crucial that confidentiality is respected and that you do not discuss other patients outside of the session
* Any recording of the session is not allowed.
* If you have any queries please get in touch with us before the day of the session.
* Your appointment will be delivered via Cisco Webex, which is recommended by Bradford Teaching Hospitals Foundation Trust’s Information Technology department as being safe and secure to use for delivering patient care.
* Cisco Webex uses the same principle as FaceTime, Skype, Zoom, etc. You will need to use a computer/ tablet with a camera and microphone so you will be able to see and talk to the staff member on your screen.
* Please watch the following YouTube video (subtitles are available) on NHS video consultations: <https://youtu.be/56zLsIH0mi8>

**What do I need to do?**

* Make a note of the appointment date and time. Let us know as soon as possible if this is not possible for you so we can re-arrange it.
* **If you do not have wi-fi access, this remote appointment will either be taken from your data allowance or you will be charged for it by your network provider. Please let us know BEFORE THE APPOINTMENT as soon as possible if this is a problem for you.**

**BEFORE THE APPOINTMENT DAY**:

* You will be sent an email invitation to the appointment. The email may go to either your Inbox or your Spam folder so please check both.
* If you have not used Cisco Webex before, it will prompt you to download an app. The app is free of charge. Please follow the prompts through. This will enable you to access the appointment on the day.
* Please contact YAIS if you have any problems in downloading the app. We will help you where we can.
* Make a list of questions/ issues before the appointment. This will help you get the most out of the session.
* Think about where you will sit during your appointment:
  + You will need to be in an area of your house where you know the wi-fi connection is good.
  + It will need to be quiet.

**ON THE APPOINTMENT DAY:**

* Make sure your computer/ tablet is set up and ready in good time for your session. If it will not be plugged in, please make sure it is fully charged before the session.
* Make sure your computer/ tablet volume is set at its best setting for you.
* Please ask other members of your household not to disturb you during the appointment.
* A few minutes before your appointment time, log onto Cisco Webex and enter the meeting number and meeting password from your email invitation.
* There is a ‘chat’ facility on Webex, so if you cannot hear something, the staff member will be able to type a message for you to read on the screen.
* If there is a failure with the Webex session, we will call, text or email you immediately. Please have your phone nearby.

**AFTER THE APPOINTMENT:**

* The staff member will discuss your next appointment, if one is required, with you before the end of your appointment.
* We may send you a feedback form following the session. Our aim is for patients to benefit as much from a remote session as they would from a face-to-face session, so your feedback is important to us.