

What happens next?

Your clinician will arrange a time and date for your Skype appointment with you. Make sure that you are logged into Skype at the arranged time so that your clinician can call you.

We would advise that you ensure that the area in which you choose to conduct your Skype session is quiet and private to maintain your confidentiality.



At the time of your Skype appointment Please ensure that you have opened the Skype app and logged in before your appointment time.

You do not need to call your clinician; they will video-call you on Skype at the agreed appointment time. This means all you need to do is answer the call. When someone calls you, a call alert window appears on your screen:

In order for you & your clinician to see each other during your consultation, you need to select the Answer with video option. The following picture and red arrow details the video call button.

What if we have technical issues with the Skype video-call?

If you are having technical issues with the Skype video-call, for example the sound or video keeps cutting out, try following this link to troubleshoot the problem:

<https://support.skype.com/en/faq/FA897/troubleshooting-problems-withskype-calls>

If you can't resolve the technical issue during your video-call, your clinician will ring you on your preferred telephone number to continue the session by telephone.

Consent

By agreeing to a Skype appointment you are consenting to take part in and accept any risks involved with this method of communication. Skype uses approved encryption technology within the application.

For Your Information

You should not record any Skype sessions and we will not record sessions without your advanced written consent.

If you decide you do not want to continue your sessions via Skype and would rather have face-to-face or telephone sessions, please let your clinician know. This will not affect your treatment in any way.

A summary of your Skype session will be recorded by your clinician and entered into your medical / clinical records by hand.

When you begin your first Skype session with your clinician they will introduce themselves and ask you to confirm your name, date of birth and address in order to confirm your identity. They will also let you know what the session entails and how long it will last.

CONTACT INFORMATION

CAMHS visit

www.hse.ie/camhs

Other Useful Information

www.yourmentalhealth.ie

OPENING TIMES

Monday to Friday, 09:00 – 17:00
excl. weekends and bank holidays

My Team is:

Team Phone Number:



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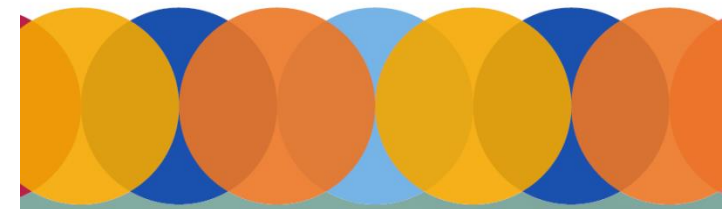
Linn Dara
CAMHS

Care Compassion Trust Learning

Information for Service Users When Offered a Remote Video Appointment

*Helping young people and their
families/carers with their mental health*

WWW.HSE.IE/CAMHS



Mental Health Care Using Remote Video

As part of our ongoing commitment to provide the right care at the right time, we may offer to conduct appointments using 'Skype'. This means that you may be able to see and speak with our team members from your own home and without the need to travel.

This is part of our adaption to the ongoing public health response to the COVID_19 pandemic

You have been offered 'Skype' as an option for your appointments. This leaflet provides you with some information about how these appointments work.



How does it work and what is 'Skype'?

'Skype' is software that individuals and businesses use to make free video calls with other people on 'Skype'. You can use 'Skype' on whatever works best for you – on your mobile, computer or tablet.

Where will the clinician be during the 'Skype' session?

Your clinician will be in a quiet, private room when meeting you over 'Skype'. Most commonly this will be one of our clinic rooms, where you may have seen a member of the Linn Dara CAMHS team before.



No-one else will be present in the room without your knowledge and no-one else will be able to overhear your 'Skype' conversations. Occasionally clinicians hold 'Skype' appointments from other locations e.g. other private offices.

How confidential is video-calling using 'Skype'?

All 'Skype-to-Skype' video calls are encrypted. This means that all conversations are confidential and protected from anyone being able to listen in.

'How to' website

<https://support.skype.com/en/faq/fa10613/how-do-i-make-a-call-in-skype>

Step One

Make sure that you have 'Skype' downloaded onto your computer, laptop, tablet or smartphone. The software is free to download and you can find out more about how to download it for your device by visiting www.skype.com

What you need to do in order for installation on a PC or Desktop computer

- A computer with internet access
- A webcam (as part of the pc or connected to the PC)
- Your PC needs to have 'Skype' downloaded – this only needs to happen once.
- Open an internet browsing screen for example Internet Explorer or Firefox or Google Chrome.
- Ask the search engine to find you Skype or type in www.skype.com
- Run the application / download for 'Skype' and save to device
- Wait for 'Skype' to install.
- On the 'Skype' sign in screen, select Create new account (or go directly to the Create an account page)

What you need to do in order for installation on a mobile device or tablet

- A device with internet access (preferably wifi)
- A working inbuilt camera and microphone
- Go to the devices "App Store" or "Android Play"
- Search for "Skype"
- Download Skype to device
- Wait for Skype to install.
- On the Skype sign in screen, select Create new account (or go directly to the Create an account page)

Once you have installed 'Skype', visit their Help section for information about:

'How to Use Skype, How to Make a Skype Call'

Step Two

You will need to create a 'Skype' username if you don't already have one. These are easy to set up by following the instructions on your computer screen / device once you have downloaded the software.

Once on the site or logged onto the App, create an account, here you will need to enter some personal details. Follow the process through as shown on the screen / device:

- Agree to the user agreement.
- Set profile name

Step Three

You will need an internet connection and if possible to be in a quiet place for your appointment to take place.

Please be aware if you are using Skype on a 3G connection this may use up some of your data allowance and potentially increase your bill.



Before your 'Skype' appointment, we will need your 'Skype' username / email in order to contact you.

If your clinician offers appointments via Skype, we will ask you for this prior to booking an appointment.

To find your username, you need to:

- Log in to Skype
- Click on your name in the top left corner of the Skype screen, then provide the clinician with the username, phone number, or email address written next to "Accounts"
- Our clinicians have their own Skype ID/Username. A clinician may add you as a contact before calling you. Click on 'Recent' to check for new contact requests, then click on the Linn Dara name, and 'Accept' to add them as a contact.

This is not always necessary – your clinician may be able to call you on Skype without adding you as a contact.