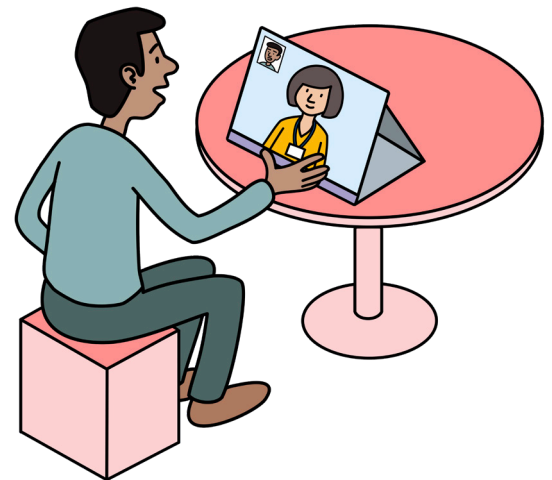


Video consulting with the HSE



A quick guide for service users of Linn Dara CAMHS



Why choose it?



You can still have HSE appointments if you are social distancing or isolating



Your doctor, nurse or clinician can see how you are

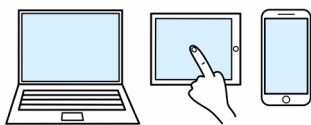


It may save you stress, time and money



Calls are safe and secure

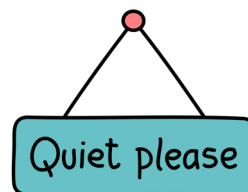
What you need



A charged up computer, tablet or smartphone with a built in camera and microphone



A good internet connection



A quiet, well-lit place where you won't be disturbed

www.hse.ie/camhs

Refer to www.hse.ie/camhs for the Accessing Your Remote Video Appointment leaflet before your first appointment

Please turn over

Funders



Contributors



Adapted by



Setting up

1



We will contact you or send you a letter/email with your appointment time and any information you need

2



We may also send you a text message reminder

3



Make sure you're familiar with the software before your appointment

4



Make a list of questions or issues before the call to help you get the most from your consultation

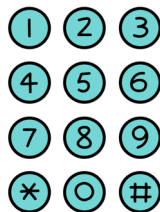
Starting the video call

5



Start the video call program a few minutes before your appointment, you may have been given a link or an account name / address to add

6



You may be asked to confirm your number so we can call you back if you get cut off

7



Your doctor, nurse or clinician will join you or call you when they are ready

8



Say hello or wave to your doctor, nurse or clinician

The consultation

9



Look at your doctor, nurse or clinician's face while you're talking

10



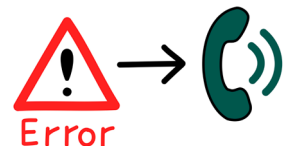
If all goes well, the call will feel like a face to face appointment

11



If you want to show us something you can try to use the screen camera

12



If something goes wrong we'll call you instead

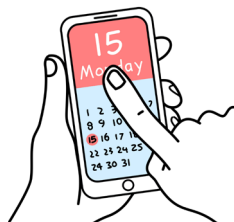
Ending the video call

13



Ask us any questions you like before you go

14



We'll arrange your next video appointment, prescription or a face to face visit

15



We'll say goodbye before we go

16



You can give feedback to help us make future consultations better