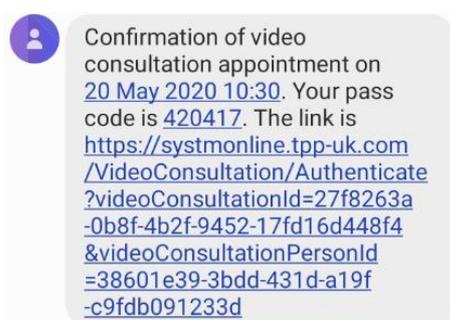


Joining a video appointment – guidance for patients

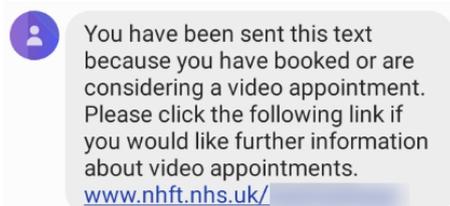
Before your Appointment

- When a video appointment is booked for you, you will receive two text messages; one confirming the booking and the other providing you with further information about Video Consultations

Confirmation of appointment



Information Text



At your appointment time

- As soon as they are available to start your appointment, the clinician will send a text confirmation with a link for you to respond to. Please wait to receive this text message before you join the meeting.



Joining the appointment

- When you click the Video Consultation Link, your phone's internet browser will automatically open to a 'Welcome to TPP Video Consultations' screen

Welcome to TPP Video Consultations

Please enter the video consultation pass code. You will receive this via a notification or an email.

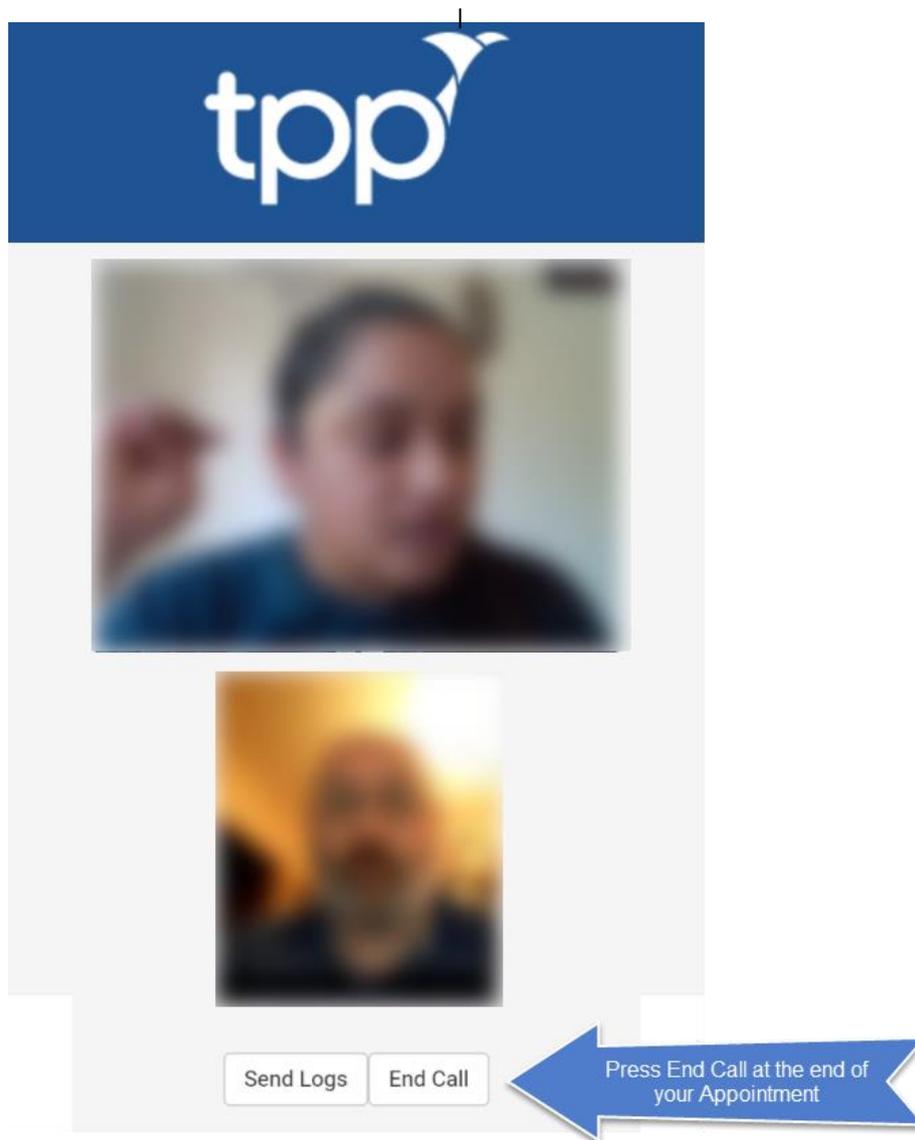


In order to provide you with video consultations, TPP uses a sub-processor, Twilio, to provide video relay services. Twilio process data in Ireland and other countries around the world, therefore by using this service it may be necessary for video data to be transferred and processed, but not stored, outside of the United Kingdom.

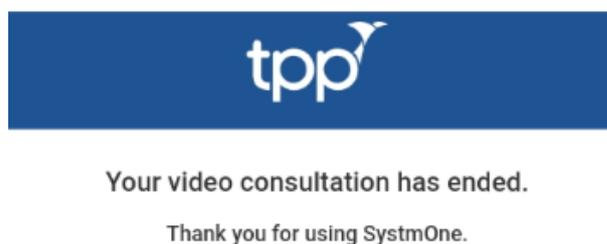
Data will be transferred in accordance with applicable data protection law and with appropriate safeguards and encryption in place to ensure the security of your data. Any processing will take place in accordance with **Twilio's Binding Corporate Rules**; further information can be viewed on **Twilio's website**.

By entering the pass code and logging into your video consultation, you confirm that you agree to your data being processed in this way and to abide by **Twilio's Acceptable Use Policy**. If you are a healthcare professional or a patient using the Airmid UK app, by entering the pass code, you also agree to **TPP's Privacy Policy and Terms of Use**.

- You will see yourself and the clinician on your screen. The clinician will introduce themselves and your appointment will begin



- The screen will confirm that the consultation has ended



Hints and tips for attending a video appointment

We hope that you find these hints and tips useful to prepare for your appointment.

1. Please make sure, where possible, that your phone is connected to a Wi-Fi network when receiving a consultation. This is so you don't incur any charges for data usage
2. To ensure that the clinician can see and hear you during the consultation, if prompted, you will need to agree for the Internet app on your phone to have access to your camera and microphone.
3. As with all online activity from your computer, tablet and phone you can be subject to malicious activity. Please always ensure that you have adequate anti-spyware and anti-virus protection on your devices.
4. Switch phones onto silent and find a quiet space so that you will not be disturbed during your appointment
5. Consider whether others around you will be able to hear you talking to the clinician or if you would like to move to somewhere more private.
6. If possible position yourself in a well-lit room as this will make it easier for the clinician to see you during the appointment
7. Audio and video quality may mean that it is difficult to hear or see the clinician please tell them if this is the case.
8. At the end of your appointment you should be clear what will happen next e.g. another appointment (at a clinic or by video) or discharge. If you are not clear please ask the clinician before you leave the appointment.