



# Person Centred Virtual Visiting: visiting by video



## NHS Greater Glasgow & Clyde

### Video calling is convenient and easy to use

If you can't visit hospital in person, you can visit patients by video call, using a computer, tablet or smart-phone.

#### Just:

1. Open the link you will be sent by text or email.
2. Allow the use of camera and microphone.
3. If you accept the terms and conditions, you can start your call.

There is no need to create an account. Video calls are secure and your privacy is protected.



## How do I attend the virtual visit?

Open the link you receive by text or email

### What do I need to make a video call?



A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).



A reliable internet connection (wired, WiFi or mobile data).  
If you can watch a video online, you should be able to make a video call.



A private, well-lit area for your virtual visit, where you will not be disturbed.



Use the latest version of **Chrome**, **Safari** or **Edge** for best video calling performance.



**Google Chrome**  
Windows,  
Android, MacOS



**Apple Safari**  
MacOS, iOS,  
iPadOS



**Microsoft Edge**  
Windows

See page two for more information on how to make a video call

## What do I need to know?

### Is it secure / confidential?

You'll have your own private video room that only authorised providers can enter.

No information you enter is stored.

Calls are not recorded.

### How much does a video call cost?

The video call is free except from your internet usage.

**Tip!** If you can, connect to a Wi-Fi network to avoid using your mobile data.

### How much internet data will I use?

The video call doesn't use data while you are waiting for someone to join you.

After the call connects, it uses a similar amount of data to Skype® or FaceTime®.

## How do I make my video call?

You will be sent a link by text or email. Clicking or tapping on it should open it in your default browser. That should be fine.

If not, you'll see a message describing what browser to use and allowing you to copy the link to paste into a supported browser's address bar. Be careful not to paste it into a search box.

Supported browsers:

Windows: Chrome or Edge

MacOS: Safari or Chrome

iPhone/iPad: Safari

Android: Chrome

If asked, allow your browser to access your camera and microphone.

Follow the on-screen prompts to start your video call.

The **Video call setup** runs through three testing stages: microphone, camera, connection.



To end the call click/tap **END**

There's a Refresh button at the top right of your call screen.



**Tip!** Many problems can be fixed with a **Refresh**.

Refresh

End

## What do I do if something's not working?

Visit <https://nhs.attendanywhere.com/troubleshooting>

### More information

Tips on fixing basic problems - <https://nhs.attendanywhere.com/callers>

For more information about Person Centred Virtual Visiting in NHS Greater Glasgow and Clyde, visit our website:

<https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/>

Or [virtual.visit@ggc.scot.nhs.uk](mailto:virtual.visit@ggc.scot.nhs.uk)

