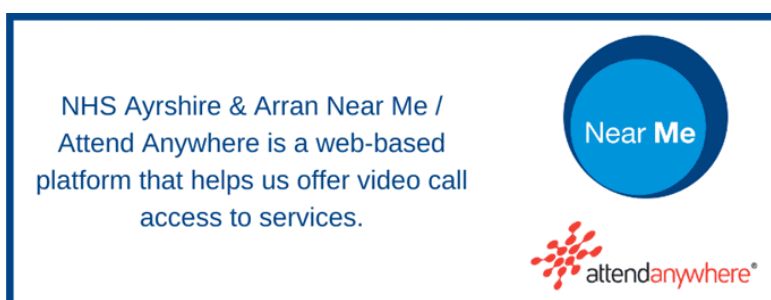


Patient Guidance for pre-arranged Video Consultations

These video consultations are only available if you have discussed an issue on the telephone with a GP, Advanced Nurse Practitioner or Practice Nurse and they have approved access to the video consultation area. Anyone entering the video consultation room without prior discussion will not be connected.

If you have been booked for a video call, it is advisable that you use Wifi rather than data roaming as, once connected, it will use up a lot of data. You must also use either **Google Chrome or Safari as the browser**. (It will not work with Internet Explorer). Your device must have a web cam attached or built in.

1. Log onto the practice website on www.ardrossanhealthcentre.co.uk.
2. Close the Covid 19 pop up box by clicking the X at the top of the pop up box.
3. Scroll down the main page to Online Patient Services and click on the Near Me Video consultations box.



4. This opens up a box to enter the virtual waiting area of Central Avenue Surgery. Click on Start Video Call.
5. Complete the box with the **details of the patient who is ill** and who is to be discussed with the Clinician. Tick the terms and conditions box. Click Continue. An information page loads. After you have read that, click start call. This will then bring up your side of the video call (You will hear some music and instructions).
6. You are now sitting in the virtual waiting area.
7. The clinician you have booked the appointment with will be with you shortly.
8. At the end of the discussion, just end call, leave the video call.