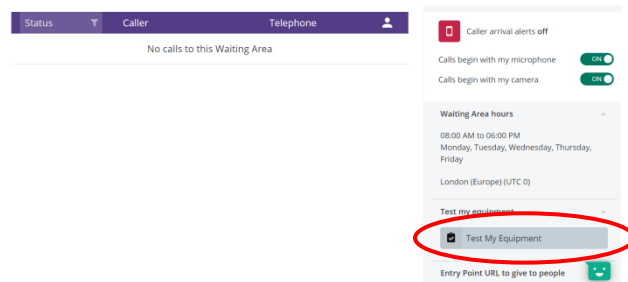


Technology

To join a Near Me videoconsultation you will need the correct hardware and software. You will need a device that is able to run either a Chrome or Safari internet browser such as a laptop or phone. It will need to be equipped with a microphone, speakers/headphone and webcam. Finally this device must have internet connection. You should trial run your device and the quality of your connection in advance of any videoconsultation to ensure it works.

If you have been given log in details to access a Near Me waiting room, you can check your connection by logging in to the waiting area and scrolling down the page. On the right hand side you will see a “Test My Equipment” button.



If you do not have a Near Me account you can check your equipment by clicking on the following link and making a test call: <https://www.nearme.scot/make-a-test-call>

Basic Guidance

Because this is a remote consultation, you might be joining a videoconsultation from any number or locations. However, as this is a clinical encounter there are certain standards that have to be followed:

- Professionalism – ensure that you are presented in a professional manner and dress code, as if you were attending a clinic face to face.
- Environment – you should take time to set up an appropriate location. This includes ensuring no distracting, personal or confidential information on display, appropriate lighting, and ensuring no interruptions or distracting sounds from nearby.
- Confidentiality – in choosing a location be very aware of confidentiality. If there is poor sound proofing in the building and there is a risk of other people overhearing conversations consider using headphones instead of a speaker.
- Consent – as always it is import the patient consents to a student joining the consultation. When you join, make sure you introduce yourself and check the patient is willing to see you.

Joining a consultation

If the patient is being seen face to face by the clinician and you are joining from another site, the simplest way to join would be for you to log in to the digital waiting room as if you were the patient (you can leave your date of birth and telephone number blank). The clinician could then start the call with you, and you can observe the consultation. For this set up the clinician would need to send you the link to their clinical waiting area in advance.

The following guidance is for joining a three-way consultation, where the patient is being reviewed in a videoconsultation.

Student Guide - Near Me Videoconsultation

Near Me

If you have access to Near Me – If you have been granted access to Near Me you should log in to your digital waiting area. Please note you would have to be set up to use the same waiting area as the clinician you are joining. If you need access and do not have it then you should speak to the local NHS administration team to set this up. In your waiting digital area waiting a patient will arrive with their details as shown below.

The screenshot shows the 'Waiting Areas' interface for 'Adult Mental Health Clinic Waiting Area' (NHS Lothian Mental Health). It features a table with columns: Status, Caller, Telephone, and a person icon. A patient named 'Example Patient' (01/01/2001) is listed with status 'Waiting (0 min)' and telephone number '07123456789'. To the right, there are settings for 'Caller arrival alerts off' and two toggle switches for 'Calls begin with my microphone' and 'Calls begin with my camera', both set to 'ON'.

To join the consultation click on the down arrow next to the patient name. This will create a drop down menu and click "Join Call". This will open a new window where you will see the patient.

This close-up shows the patient list table. The patient 'Example Patient' (01/01/2001) is highlighted. A red circle is drawn around the down arrow next to the patient name. Another red circle is drawn around the 'Join Call' button in the dropdown menu that appears below the patient name.

This screenshot shows the patient list table after the 'Join Call' action. The patient 'Example Patient' (01/01/2001) now has a status of 'Being seen' and a count of '2' in the person icon column. Red circles highlight the 'Being seen' status and the count '2'. A 'Join Call' button is still visible below the patient name.

It is important to agree whether you join before or after the clinician. If you join after them (to allow introductions and consent) wait until the patient status changes from "Waiting" to "Being Seen". You will also see two people in the end column.

If you do not have access to Near Me – If you have not been granted access to a Near Me account, you will have to be invited into the videoconsultation by the clinician once they are already seeing the patient. The advantage here is that you will not have to wait for an account to be set up for each placement, and the clinician can check consent with the patient before inviting you. As a student you will need to be waiting ready at your device. Once the patient has consented the clinician can email you a direct link to bring you into the videoconsultation. To do this the clinician will need your email address in advance, and you will need to regularly check and refreshing your email inbox when the clinic is running. It would also be recommended to share a telephone number with the clinician as a back up to contact if there was a problem.

In case the clinician is not familiar with this process, when the clinician is in the videoconsultation seeing a patient they should hover their cursor over the bottom grey bars. This brings up a number of options. They should click on "Invite" which will open a new box. They then enter the student email into the correct option box.

The top screenshot shows the video consultation interface with a red circle around the 'Invite' button in the bottom grey bar. The bottom screenshot shows the 'Invite Guest' dialog box that appears after clicking 'Invite'. It displays 'Option 1: Send a quest link to this call by email' and a text input field containing 'examplestudent@uni.ac.uk'. A red circle highlights the input field. A 'Send Email' button is also visible.