



York Teaching Hospital  
NHS Foundation Trust

# Video Consultation

Information for patients, relatives and carers

① For more information, please contact:

**Outpatient Services**

Telephone: 01904 726400

The York Hospital, Wigginton Road, York, YO31 8HE

or visit:

[www.yorkhospitals.nhs.uk/your-visit](http://www.yorkhospitals.nhs.uk/your-visit)

[www.refero.cloud](http://www.refero.cloud)

Caring with pride

## What is Video-Consultation?

Video-Consultation is an appointment with your responsible clinician using video technology, allowing real-time visual and audio assessment without the need of travelling to the hospital.

## Why have I been offered this type of appointment?

We recognise that attending hospital appointments can sometimes be an inconvenience and involve lengthy travel and cost, or can be uncomfortable for some patients. Video consultations will be offered to selected patients by their clinician, if medically appropriate and you are happy to receive your consultation via video, rather than attend the hospital.

## What do I need for the Video Consultation?

A private, well-lit area where you will not be disturbed during the consultation. You must provide an up to date e-mail address and keep us informed of any changes.

You will also need one of the following:

- Desktop or laptop computer with access to Chrome, Firefox or Safari: This needs to have a web-cam, speakers, and microphone. Most devices will already have this built in.
- Smartphone or tablet: App download required.
- A good connection to the internet: We recommend using Wi-Fi. You could also use mobile data e.g. 4G. Please speak to your network provider for details of any charges.

## How will this type of appointment benefit me?

Video-consultation has many benefits for both patients and carers. Attending your appointment via video, rather than face-to-face, can:

- Reduce travel and time spent attending hospital appointments on site.
- Reduce time taken off work, or out of school.
- Increase accessibility to hospital services for patients who find attending appointments difficult.
- Reduce stress and anxiety related with visiting a hospital environment.
- Reduce cost of travel or parking.

## Is it secure?

Video consultations are secure. Your privacy is protected and you have your 'own private clinic room' that only the authorised clinician can enter. The video link service is provided by Refero, who have been accredited to the same high data security standards as the NHS. If you would like more information, please see our confidentiality patient leaflet:

<https://www.yorkhospitals.nhs.uk/seecmsfile/?id=1920>  
and Refero's privacy statement online:  
<https://refero.cloud/privacy-policy/>

## How will the appointment be arranged?

If you have agreed to attend via a video consultation, we will schedule your next appointment as normal and email the details of the appointment date and time directly to you. This email will include a link to the virtual clinic and the contact details should you encounter any problems. If you do not receive the appointment email, we recommend you check in your junk/spam mail folder before contacting the hospital.

## What happens if I usually have a interpreter present for my consultations?

If you usually have a interpreter present at consultations, this will continue and they will be present with the clinician. If the interpreter cannot attend in person, it may be necessary to switch your appointment from video to face-to-face, but we will let you know this in advance.

## How do I set up the Video Consultation on my device?

To access your consultation, you will need to download the free 'Refero' app to your smartphone/ tablet device from the Apple or Google Play app stores. Alternatively, you can access the consultation through your web browser using a laptop or desktop computer with either Chrome, Firefox or Safari. The link will be e-mailed directly to you once your appointment has been made.

## What do I do at my appointment time?

We suggest you go somewhere quiet and private for your consultation, ideally in your own home. You may wish to have someone present with you at your video consultation, this isn't a problem, and you should make your clinician aware of this at the beginning of your video consultation.

When it is time for your appointment, simply click on the link to the virtual clinic in your appointment email or access the app and follow the instructions. This will open your private virtual clinic space where you will be joined by your clinician.

When the consultation begins, your clinician will introduce themselves and confirm your identity (and the identity of anyone else present) and that you are happy to proceed.

At the end of the consultation you will be asked how you wish to be seen in the future, either face-to-face or by video consultation.

What if I am having difficulty seeing or hearing my clinician over video?

Please let your clinician know straight away if you are experiencing technical issues with the video appointment. Before the appointment, check your device has enabled access for the app to use camera and microphone. You will be prompted for this the first time you install the app. If we are unable to reconnect by video link then your consultation will be continued by telephone.

What if I change my mind about this style of appointment?

It is your choice whether you wish to have your clinic appointment via video, or if you would prefer to continue with face-to-face. If you no longer wish to have your appointment via video, please let us know as soon as possible.

## Feedback

We appreciate and encourage feedback. After your video consultation, you may be invited to complete a patient satisfaction survey. We would be grateful if you could take the time to share your thoughts with us regarding your experience.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:  
Outpatient Services, The York Hospital, Wigginton Road,  
York, YO31 8HE or telephone 01904 726400.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

Providing care together in York, Scarborough, Bridlington,  
Malton, Selby and Easingwold communities

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require this information in a different  
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**01904 725566**

email: [access@york.nhs.uk](mailto:access@york.nhs.uk)



Braille



Audio e.g.  
CD



Large print



Electronic

Owner

Outpatient Services

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