













HELPFUL HINTS

FOR A SUCCESSFUL VIDEO CALL WITH YOUR CHILDREN'S PHYSIOTHERAPIST ☺

	The most important thing is to give you and your child time to get set up at home before the appointment time so you both feel prepared. It is also important to find a suitable space for the duration of the appointment; a confidential and quite space is required.
	Have the link to hand – if this was emailed it may have gone to your spam folder so don't forget to check there too! If it was on a letter and you need to type it in to a browser, here it is https://nhs.vc/ythft-childrens-therapies-team-swr , or you can get to it via the Children's therapy website https://www.yorkhospitals.nhs.uk/childrens-centre/your-childs-hospital-journey/therapy-services/your-appointment/attend-anywhere/
	Make sure the battery of the device you are using is charged or you are plugged in!
	A laptop gives a bigger and clearer picture than a phone or a tablet and is preferred, but if you don't have one, it is fine to use a tablet or your phone. It is best not to use a fixed monitor as you may need to turn the screen to allow the Physiotherapist a better view.
	Connect to the WiFi if you have it to save using your mobile data.
	You will need to be using Google Chrome as your browser for Attend Anywhere to work on your device. You may need to select this option as some laptops are set to internet explorer as default. On a mobile device you should already be using either Google chrome or Safari but please check prior to the consultation.
	Have a separate phone nearby if possible, in case there are problems with connection or sound.
	Try to sit at an angle to a window, or with a window behind you to avoid glare. It may be best to close your curtains or blinds.
	Some of the activities the therapist may ask your child to do could need them to be standing, walking and moving, so please try and arrange for this if possible; think about where you have the best space and be prepared to move around.
	Assisting the Physiotherapist with their view: - You may be asked by the Physiotherapist to guide the camera to ensure they have the best view of your child. They may ask you to move the camera, 'up, down, left or right a bit' for example. Your patience may be tested but is needed and we will be very grateful for your assistance with this. If you are using a phone try turning your camera to front view to make it easier for you.
	Please ensure your child is wearing suitable loose clothing for the appointment, for example shorts and/or vest. You may be asked to move or change into something more suitable if this restricts the therapists view. Younger children may be required to dress down to their nappy for the appointment; you may find it useful to have a mat close by for smaller children to lie on.
	The Physiotherapists may occasionally want to look at your child's functional skills. So you may find it helpful to have a ball handy, just in case it is required. For younger children you may find their favourite toy will come in useful for the appointment.

We can achieve a lot with a virtual appointment and feedback received so far is overwhelmingly positive.

We understand it doesn't replace a face to face visit but it keeps you and your child safe and you will probably find it uses less of your time with less waiting. Parents also tell us that it is more relaxing for both parent and child to be at home in their normal surroundings.



For any concerns, comments or feedback about your experience with Attend Anywhere for your child's Physiotherapy appointments please ring the Childrens Therapy team on (York) 01904 726599 or (Scarborough) 01723 342357.