Attending your appointment by video

Lanarkshire Carers

Video calling is convenient and easy to use

Instead of travelling to your appointment, you will enter the online waiting area, using the link below.

The service will see that you have arrived, and a provider will join your call when ready.

There is no need to create an account.

Video calls are secure and your privacy is protected.

How do I attend my video appointment?

Go to: https://nhsattend.vc/lanarkshire-carers

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 consultation, where you will not be disturbed.
- Use the latest version of **Edge**, **Safari**, or **Chrome** for best video calling performance.

Microsoft Edge
Windows

Apple Safari
iOS, iPadOS, macOS

Google Chrome
Android, Windows, macOS

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

What do I need to know?

Is it secure and confidential?

Video rooms are private. Only an authorised provider can enter the room or admit people into a group call.

No information you enter is stored.

How much does a video call cost?

The video call is free except for your internet usage.

Tip! If you can, connect to a wifi network to avoid using your mobile data.

How much internet data will I use?

After the video call connects, it uses a similar amount of data as Zoom or FaceTime.

How do I make my video call?

1. Open your web browser and type the service's web address into the address bar (not the search box).

2. To start your call, either:

- click **Enter Waiting Area**

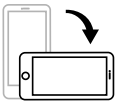
- or click the **Start video call** button and select your waiting area.

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

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

5. To end the call, click **Leave**.

Tips!



For the best call experience, prop up your smartphone or tablet on its long edge.

In group calls, your microphone will be muted on entry. Please keep it mute unless speaking.

You can use the raise hand button for attention.

What do I do if something's not working?

Visit **https://nhs.attendanywhere.com/troubleshooting**

More information

If your call is not answered within 20 minutes or you experience difficulties with your call, please use the contact info on your appointment letter or in your Near Me info leaflet.

induction
Attend Anywhere

See page one for your service's web address