

## Virtual Appointment Advice

There are many reasons why individuals and families may feel that a virtual appointment is more suitable for them, whether it be issues with travelling to be seen face to face or just that they feel more comfortable with being seen by clinicians from the comfort of their own home. Obviously, under current circumstances, even those who may have usually been happy to have a face to face appointment may feel safer by opting for a virtual one. This may also apply if you were due to visit us but are feeling unwell or need to isolate; you can change your face to face appointment to a virtual appointment on the day if you become unwell and are unable to travel.

We are in a position where we are able to offer a choice to everyone who has an appointment with us: we can still safely see people here in Red Hill House or offer an appointment via Microsoft Teams. Whilst a virtual appointment is a fantastic option for lots of people, there are some practicalities that you need to consider when deciding whether a virtual appointment is the right choice for you or your child.

### **Please remember:**

- You must be on time for your appointment. It is a formal assessment and will be conducted in the same manner as a face to face meeting
- Our usual cancellation policy applies, if you are more than 20 minutes late without contacting us to let us know, you may not be able to be seen and your appointment may be cancelled
- It is best to be in a well lit room, with minimal background noise and distractions
- If possible, have a good internet connection to allow the appointment to run smoothly
- Please ensure you are able to charge the device you are using during the assessment as video calls can drain your battery quickly.
- It is best to sit somewhere comfortable as the assessments take about two hours
- Please ensure that the clinician can clearly see you during the appointment.
- If they are assessing your child, they will need to be able to see them to observe them and speak with them, if appropriate.

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- Please also be aware that if your child is being assessed, the clinician will have to end the video call for a short period of time to allow them to have multidisciplinary discussions. Then at least one other clinician will rejoin the assessment with them
- On occasions, assessments of adults may also need to be ended for a short period of time for multidisciplinary discussion
- If you are concerned about using Microsoft Teams, please contact our Admin Team and they will be happy to arrange a test meeting with you prior to your appointment.
- For further advice about accessing Microsoft Teams for your appointment please see our 'How-to' guide

Should you have any questions or concerns about your upcoming appointment with us, please do not hesitate to contact us by email: [enquiries@axia-asd.co.uk](mailto:enquiries@axia-asd.co.uk) or telephone: 01244 567656

Thank you and stay safe.