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Virtual Appointment Advice

There are many reasons why individuals and families may feel that a virtual appointment is more suitable for them, and we are able to accommodate this. You can change your face-to-face appointment to a virtual appointment on the day if you are unable to attend in person for any reason.

Whilst a virtual appointment can be an excellent option for many 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.

If you are concerned or need further assistance about using Google Meet, please contact our Admin Team and they will be happy to arrange a test meeting with you prior to your appointment.

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, so that the clinician can clearly see you during the appointment.
- It is best to sit somewhere comfortable as the assessments take around two hours.
- It is better that you use a stable Wi-Fi connection, however, if mobile data is your preferred option, please arrange a test meeting with our Admin team (at least one week before your appointment date) to ensure that there will be no issues on the day.

- Please ensure you are able to charge the device you are using during the assessment as video calls can drain your battery quickly.
- Developmental Coordination Disorder (DCD) cannot be assessed for virtually, and if there are any traits indicated, you may be required to come into office for a follow-up.

Virtual appointments for children:

Our clinicians would prefer to assess children face-to-face to gain more honest and accurate observations, however if this is not possible then a virtual appointment can be arranged.

- Our clinicians will need to be able to see your child, to observe and speak with them, if appropriate.
- Please also be aware that if your child is being assessed, the clinician will be required 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 re-join the assessment with them.
- On occasions, assessments of adults may also need to be ended for a short period of time for multidisciplinary discussion.

Google Meet

- Our virtual assessments are carried out via Google Meet. You will receive a link before your assessment, for you to click on the day.
- Where possible we recommend using a laptop or computer. However, Google Meet is also compatible with Android and iPhone/iPad devices. Some devices, such as Kindles, are not suitable, so please check this before your appointment.
- You may need to create a Google account if using an iPhone or iPad, however other devices should not cause an issue.

Should you have any questions or concerns, do not hesitate to contact us:

by email enquiries@axia-asd.co.uk or telephone 01244 567656