

Remotely Ready:

Advice for Young People

about having Telephone

or Video Appointments

Online appointments are often referred to as 'remote' but they're basically the same as visiting a hospital and just as important.

However, they can feel different, so this leaflet aims to help with information and tips.

If you have any questions, jot them down in the space below and feel free to ask.

It's your time, your health and we are here to help.

Think about where you take the call or be on video.

You might want to plan where you take the call. Will the health professional be able to hear and see you OK? Will you be ready with any info they might need, like your weight or medication? And will you be able to find any equipment they might want to see you use like your inhaler or anything else you have.

We know not everyone has a great Wi-Fi connection or phone to call from, would your school or college let you use theirs? Do they have a private room so you can share sensitive issues?

Will you be able to 'switch off' once the appointment is over?



Plan what you wear.

You may be asked to show the hospital team something on camera, so is that part of your body accessible? For example, if it's your knee, would wearing shorts be preferable? Or loose-fitting clothing?

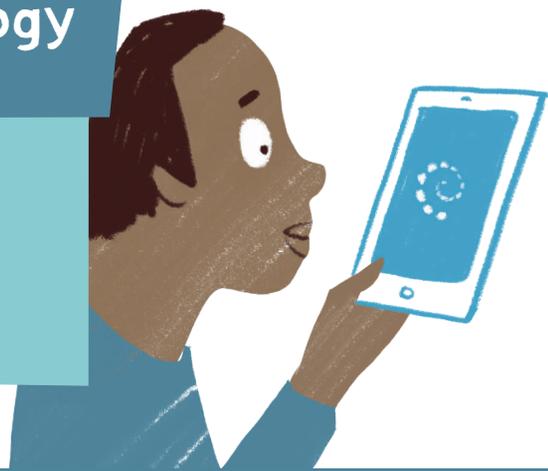
Consider who speaks for you.

It is always better for you to be on the call. If that can't happen then make sure you and your parent have had a good chat about what you want to say.

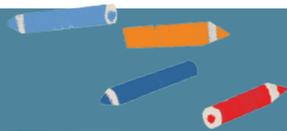


Don't worry if your technology doesn't work first time.

Your hospital team knows how important your appointment is and will do their best to get in touch. They may decide to phone instead but however they reconnect, try to stay calm and be patient.



Notes



What if I have questions?

As with a regular hospital appointment, you will still be seen and heard, so feel free to ask questions and ask for clarity if there's anything that you don't understand.

Many people find it useful to make notes or jot things down.



Snap the QR code to watch our short film about about having an appointment on the phone or video.



We hope that this leaflet has helped you have a stress-free appointment. It was made by a team of people including children, parents and guardians. The REFLECT study also included Professor Bernie Carter, Dr Holly Saron (Edge Hill University), Assistant Prof. Clare Pain, Rob Young, James Munro and staff from Alder Hey Children's NHSFT. Creative Commons Licence CC-BY-NC-ND.