

What will I need?

Access to the internet on the device you are using for the video consultation, such as:-

- Broadband connection.
- Access to a Wi-Fi network.
- 3G or 4G*.
- Time and date of your appointment.
- The link we send to you email address.
- To verify your email address and set a secure password.
- If you are using the Refero App. Please log in.
- You will find your appointment in the appointments section.
- At the time of your appointment, please click 'Join call'. This will alert the clinician that you are waiting for them.

A private area for the consultation where you are comfortable and can hear the doctor or nurse who will be speaking to you.

*Charges may apply.

Using 3G, 4G or 5G on your mobile phone may result in additional charges from your mobile operator if the call uses data in excess of your allowance. Any such charge incurred are non refundable and by accepting the use of video consultation, you are accepting responsibility for any such charges. This includes roaming data charges if you are in another country.

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Prescot, Merseyside, L35 5DR
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Telehealth Appointments

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

Telehealth - What is it?

A telehealth consultation using the Refero system is just like a Facetime or Whatsapp video call but with additional benefits.

Is Telehealth right for me?

Telehealth Video Consultations offer our patients the same great patient care you would expect from a face to face appointment but from the comfort of a location of your choice.

If you have been offered a video consultation, it is because your doctor or nurse thinks that your next appointment can be carried out effectively in this way and there is no need for you to travel to hospital for your appointment. If you need to be physically examined then your clinician will not offer you a Telehealth appointment.

The choice is yours, and if a video consultation is something you would like, and you have the technology available, then please let your doctor or nurse know. If you feel that a Telehealth appointment is not right for you, you do not have to have one.

You will still be able to have a face to face appointment with your clinician.

What if I need someone to join me?

If you normally have a chaperone this is still possible. They do not even have to be in the same room as you as they can join the appointment from their own computer, tablet or phone. This is also applicable to foreign language and sign language interpreters.

Convenient

A video consultation can take place wherever you find it easiest and where you can hold a conversation. This could be at home, work or anywhere that you can access a computer or device with a camera, microphone and internet connection.

What will I need?

Saves time and money

Video consultations are quicker and easier for most people, as there is no travel time, parking, petrol or other travel costs as you do not have to come to the hospital. For some, this reduces anxiety levels due to not having to attend at the hospital.

Is it the same as a face to face appointment?

Yes. You will be able to see and hear your clinician. They will not be able to physically examine you. If you need a physical examination then your clinician will not offer you a Telehealth appointment. Clinicians' obtain a more valued assessment from a video appointment compared to a telephone appointment.

Is it safe and secure?

Yes. All information is encrypted. All video appointments and calls are 'one time events' and are not recorded or stored on any devices. There have been reports that "Smart Speakers" can record conversations that are within ear shot. If you have such a device, please check your settings.

What will I need?

A valid email address.

A device with a microphone and camera and that can access the internet, such as:

- Mobile phone with up to date iOS or Android operating system. You will also need to download the free Refero App from the App/Playstore
- Tablet device
- A PC or Laptop (Chrome is the recommended browser).