

Patient User Guide for One Consultation

Introduction

You have been sent an invitation from Berkshire Healthcare NHS Foundation Trust for a virtual consultation with a clinical. Please use the link sent by our service to open the Portal page. It is recommended that you use Chrome, Firefox or any other internet browsers but not Internet Explorer to open One Consultation. This can then be saved into your favourites for easy access. The application you will be using will be Apple IOS, Android, Windows phones or a Windows 10 PC with a camera and microphone. Its best if you can access the internet with Wi-Fi, as you may incur data usage charges when using a 4G connection.

Let's Get Started

Ok so now you've entered the Portal , if it's your first time using this service then it's recommended that you test that the video and audio works ok and so it will be ready for your virtual appointment.

You can do this at anytime and don't worry you won't enter the virtual waiting room.

- Just click 'Make Test Call' to begin the test.

- Here in this screen you are advised that the Test Call is starting and please ensure your microphone is not on mute.

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Berkshire Healthcare Virtual Portal

Welcome to Berkshire Healthcare Virtual Portal. If this is your first time using the service please use the Test Call button below.

Before you start...
Test your video and audio devices and make sure that your network is capable. The test call takes less than a minute.

Make Test Call

What is your full name? (required)

What is your date of birth

Please fill in all required fields before continuing.
Begin Consultation

Test Call Starting

Please ensure your speakers are turned up and your microphone is not muted

Report a Problem

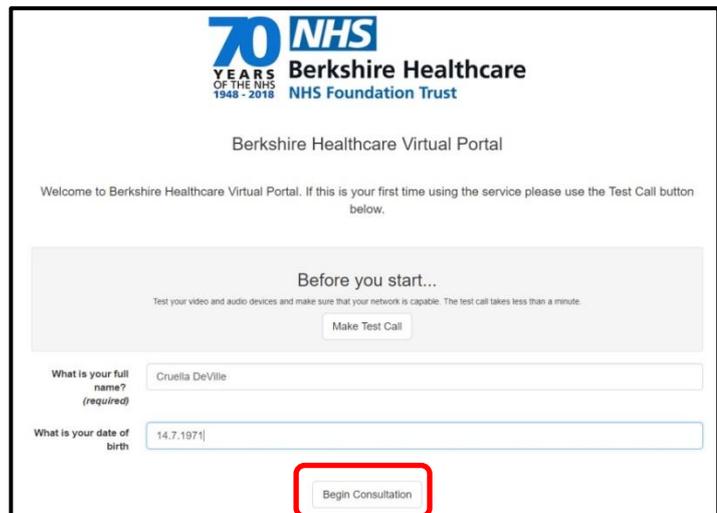
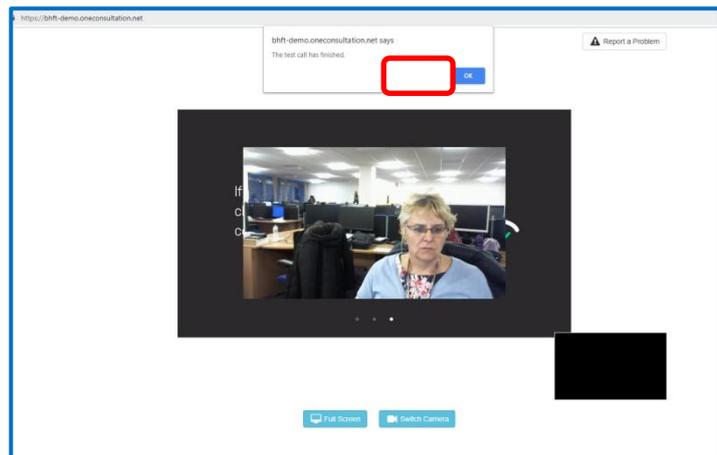
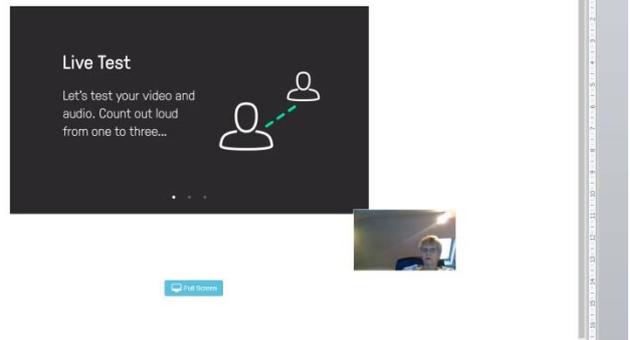
Full Screen Mute/Unmute

- When prompted, test the audio by saying 123, just be aware there is a slight delay.
- The software will replay your recording just so you can check if it all works ok. If the audio is not set try again so you can get it right.

- Then when you are happy that the sound and vision is working fine then click OK in the pop up box.

- So now you'll all set for your consultation, before your appointment is due you must add your **Full Name** and **Date of Birth**, they are both mandatory.

- Click '**Begin Consultation**' to enter the virtual waiting room.
- The Clinician will see you waiting and receive a message that you are in the waiting room.



The application will show that the appointment will begin shortly

- If you prefer you can switch to a full screen view by clicking

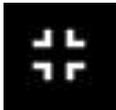


button which is located along the bottom of your screen.

- By selecting this view you will no longer be able to see yourself in the small window. You will be able to review the time by the time recording bar along the bottom of the screen and you can also mute the audio



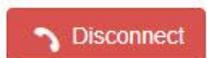
if you need to.



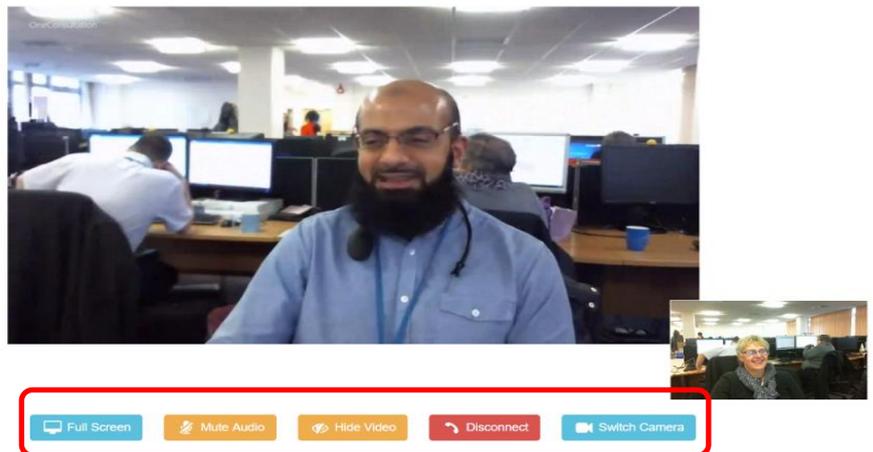
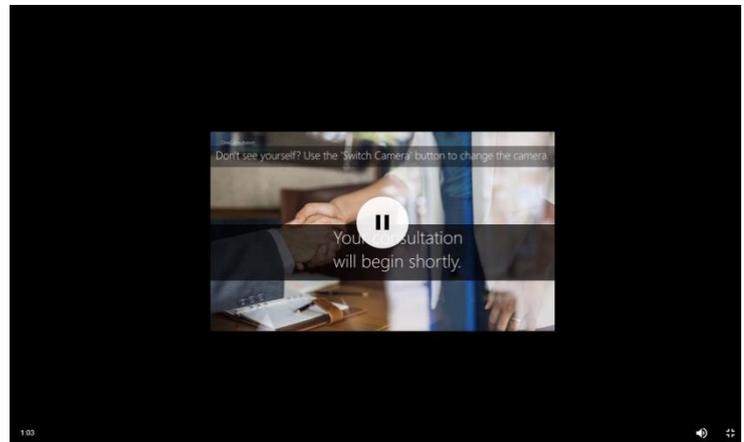
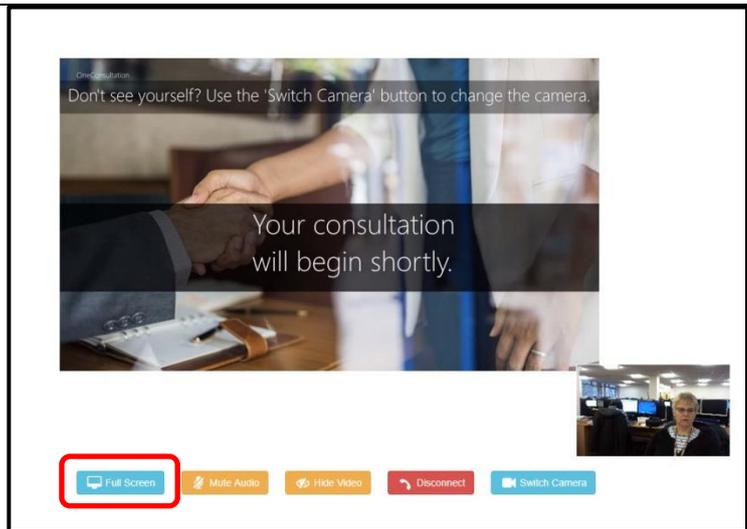
- By clicking will take you back to the original view with your live stream as well as the Clinician.

- As you will see the Clinician is now in view in the main screen for your consultation.

- When the consultation has finished click Disconnect



You will need to confirm this action by clicking **OK**.



To the cut the sound click



To stop the video but continue with sound click

