East Riding of Yorkshire & Hull

Wheelchair Services

Virtual Assessment User Guide - on Attend Anywhere

Produced: August 2020

For Review: January 2021

Version 1

**Virtual Assessment User Guide**

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| **Get set up technically**  • A good internet connection.  • A quiet place where you won't be disturbed.  • A computer, tablet or smartphone with a built-in camera and microphone.  • Test your audio and video connection and adjust the settings so you can see and hear well.  **Booking and connection**  • Before your appointment time, click the connection.  • Wait by your phone or other technology at the appropriate slot.  • Say hello or wave when you see the clinician (you may both have to fiddle a bit to get the sound and picture working well).  • Make sure the clinician knows your phone number so they can call you back if the connection fails.  **During the consultation**  • If you’re using video, look at the screen (there's no need to look directly at the camera).  • If all goes well, the call will feel like a face-to-face appointment.  • Use the screen camera to show things as directed by the clinician.  • You will be asked basic information about yourself and your environment  • You may be asked information or asked to demonstrate your transfer technique  • It is likely your sitting balance and seated posture will be observed  • You may be asked to take basic measurements  • If you get cut off and cannot reconnect, wait for a phone call.  • Write down any advice or instructions, and make sure you understand the next steps  • Ask any questions before the consultation ends  • When you have both said goodbye then disconnect.  • the assessment will last approximately 40 minutes  **After your consultation depending on the outcome a face to face visit may be required to complete the assessment or to handover any equipment prescribed.** |