East Riding of Yorkshire & Hull

Wheelchair Services

Virtual Assessment User Guide - on Attend Anywhere

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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.** |