

Attending your appointment via video call (Near Me)

Where appropriate, you can attend your healthcare consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money and brings your care closer to home.

通过 video call 视频通话, 出席约诊 (Near Me)

在适当的情况下, 您可以通过视频通话, 在线进行医疗咨询。

视频通话和电话一样方便, 具有面对面交流的附加价值。

它可以节省您的时间和金钱, 并使您的护理离家更近。

Where do I go to attend my appointment?

On your web browser, you put the URL given to you on the address bar of your web browser.

You do not need to travel to attend your appointment. You will enter the clinic's online waiting area.

The health service is notified when you arrive online and your clinician will join you when ready.

There is no need to create an account.

Any information you enter is not stored.

我应该去哪里参加约诊？

您将给定的URL, 放在您Web browser 网络浏览器的地址栏上。

您无需旅行即可参加约诊。 您将进入诊所的在线等候区。

当您到网络在线时, 健康服务处会收到通知, 您的临床医生会在您准备就绪时, 加入您的行列。

无需创建帐户。

您输入的任何信息, 均不会存储。

What do I need to make a video call?

- Good internet connection
- A private, well-lit area where you will not be disturbed during the consultation
- One of these web browser
 - Google Chrome on a desktop, laptop or Android tablet or smartphone
 - Safari on an Apple iMac, MacBook, iPad or iPhone
- Web-camera, speakers and microphone

我需要什么设备来进行视频通话吗？

·良好的互联网连接

·光线充足的个人区域, 使您在咨询期间不会受到打扰

·以下网络浏览器之一:

o在台式机, 笔记本电脑, Android平板电脑, 或智能手机上使用的Google Chrome浏览器

o Apple iMac, MacBook, iPad或iPhone上的Safari

·网络摄像头, 扬声器和麦克风

Is it secure?

Video calls are secure. Your privacy is protected. The video room is private and only authorised clinician can access.

How much does a video call cost?

The video call is free, except for your internet usage.

How much internet data will I use?

You don't use any data while you are waiting for a clinician to join you.

A Near Me video call uses a similar amount of data to Skype or FaceTime.

安全吗？

视频通话是安全的。您的隐私受到保护。视频室是私人的，只有经过授权的临床医生才能访问。

视频通话的费用是多少？

视频通话是免费的，互联网的使用除外。

我将使用多少互联网数据？

在等待临床医生加入您时，您不会使用任何数据。

“Near Me”视频通话使用的数据量，与Skype或FaceTime相似。

Get ready to make video calls.

It is recommended that you “Make a Test Call” a few days before your appointment. This will check if you have the required internet connection, web browser and to get familiar with Near Me.

Make sure you use one of the following web browsers:

- Google Chrome (Windows 7+, Android 5.1+, MacOS 10.11+)
- Apple Safari (MacOS 10.12+, iOS 11.4+)

Go to nearme.scot website or the URL (web address) given to you for your appointment.

准备进行视频通话

建议您在约会前几天“Make a Test Call 打个测试电话”。这将检查您的互联网和浏览器，是否具有必需的连接，并熟悉“Near Me”的操作。

确定使用以下Web浏览器之一：


- Google Chrome (Windows 7 +, Android 5.1 +, MacOS 10.11+)
- Apple Safari (MacOS 10.12 +, iOS 11.4+)

请访问Nearme.scot网站，或是为您的约诊所提供的URL (web address 网址)。

English	英文
Video call instruction for “Test Call” and attending your appointment:	有关“测试通话”和参加约诊的视频通话说明：
1. Open the Chrome or Safari browser	1.打开Chrome或Safari浏览器
2. Enter the website address (URL) that is given in your appointment letter. Type the URL on the address bar (top of your web browser and not on Google Search).	2.输入您的预约信中所提供的网站地址（URL）。在地址栏 address bar（位于您的网络浏览页的顶部, 而不是 Google Search 搜索首页中的栏位）中输入URL。

Are you ready to make video calls?

Click the following button to test your device, connection, microphone, and web camera setup.
Note: This test does not actually make a call.





Test call

(Windows, Android, MacOS) Use the **Google Chrome** web browser
(MacOS, iOS) Use the **Safari** web browser

Enter the Waiting Area

Click the following button to enter the NHSG waiting area:



Start video call 

Need help or more information?

[Setup guide](#)
[Troubleshooting](#)

Are you ready to make video calls?	您准备好进行视频通话了吗？
Click the following button to test your device, connection, microphone and web camera set up. Note: This test does not actually make a call.	单击以下按钮来测试您的设备，连接，麦克风和网络摄像头设置。注意：此测试实际上不会拨打电话。
Test Call	Test Call 测试通话
Enter the Waiting Area	进入 Waiting Area 等候区
Click the following button to enter the NHSG xxx waiting area:	单击以下按钮进入NHSG xxx等待区域：
Start video call	Start video call 开始视像通话

<p>3. Click “Test Call” to make a test call</p> <p>Click “Start Video Call” to enter the waiting area for your appointment</p>	<p>3.点击 “Test Call 测试通话” 进行测试通话</p> <p>点击 “Start Video Call 开始视频通话” 进入等待约会的区域</p>
<p>4. The system will check if you have everything in place to make a Near Me call. It will check:</p> <p>(1) Connection speed (2) Speaker (3) Microphone and (4) Video.</p> <p>You may be asked to click “continue” or “yes”. If asked, “allow access to microphone and video”, click “yes”.</p>	<p>4.系统将检查您是否已具备拨打 “Near Me” 电话的所有条件。它将检查：</p> <p>(1) 连接速度 (2) 喇叭 (3) 麦克风和 (4) 视频。</p> <p>系统可能会要求您单击 “continue 继续” 或 “yes 是”。如果询问 “allow access to microphone and video允许访问麦克风和视频”，请单击 “yes 是”。</p>
<p>6. Enter your details (first name, last name, date of birth (day/month/year), phone. Click the small box.</p>	<p>6.输入您的详细信息（名字，姓氏，出生日期（天/月/年），电话。</p>

Click Continue. Wait to connect your call.

单击小框。
单击Continue继续。等待
接通您的电话。

Video Call Setup Restart X

NHSG
Health Service

Waiting Area: NHSG CAMHS

The person this call is about:
* Mandatory Field

First Name*

Last Name*

Date of Birth* / /

Phone* 01632 000 000

Where can you be reached?

This personal information is only used during the call, then deleted.

I accept the [Terms of Use](#) and [Privacy Policy](#) and agree that NHS Attend Anywhere uses cookies in accordance with its [Cookie Policy](#).

Continue >

Your details are being transferred securely.

7. You will go to a private video waiting room. You will hear music and a welcome greeting. The healthcare provider sees you arrive in the waiting area queue. Wait until the clinician connects your call.

If you require an interpreter, they may already be present in the video room when you join. You will see both the clinician and the interpreter.

7.您将进入私人视频等候室。您会听到音乐和欢迎词。医疗保健提供者，会看到您到达等候区了。

等候临床医生接通您的电话。

如果您需要口译员，则当您加入时，他或她可能已经在线视频室中了。您将同时看到临床医生和口译员。