Information and guidance for patients receiving online video sessions

Coronavirus has led to changes in the way that mental health services deliver assessments and talking therapies, such as the ones provided by Leicestershire CAMHS Eating Disorder Service. In order to limit face-to-face contact we are now providing assessment and therapy online, like many other eating disorder services. This information sheet explains how to prepare for your online sessions and how to access them.

We are aware that online therapy may not be your preferred method of treatment or the treatment you originally agreed to. However, it is important that face-to-face contact is limited in order to protect your health and the health of others.

Preparing for your sessions

Location

It is important that you find a space that feels safe, comfortable, and will not be disturbed in during your session. If possible, find a place you can use throughout the course of your treatment. Public places and talking whilst driving are not recommended.

Privacy

It is important that your sessions are private and confidential. Find a location where you will not be interrupted and you will be able to speak freely. If needed, let individuals around you know that they should not disturb you for the duration of your session. You may find it helpful to use headphones or a headset during your sessions if others are nearby.

What you will need

You may need a pen and paper during your session so ensure you have them ready and to hand.

Connectivity

Poor internet connection can disrupt online therapy sessions. Prior to your session make sure that you are somewhere that your access to the internet is strong and reliable. However, there may be issues that are beyond your control that means a video connection cannot always be made. Please rest assured this is not your fault. If this occurs then your clinician will ring you and talk through the possible options for the session.

Device choice

If you are using a phone please be aware that video calls will use mobile data if you are not connected to Wi-Fi. Invitations to the video sessions are sent via text messages and you can copy and email the link to yourself to access it on another device such as a laptop or tablet. Alternatively an email invitation can be sent out by the clinician to your chosen email address.

How to access your video sessions via a laptop.

We will be using a system called accuRx for your online sessions. This has been approved by our trust for use with patients. Your clinician will arrange with you the time and date of your session. At the pre agreed time of your session the clinician will start the session, detailed below are what you will see and what you need to click to get through to the video session. *Please note these are the instructions when using a laptop. A phone can be used and a text message sent with the link. Please see phone information sheet.*

You will receive an email message from your clinician which will look something like this. You will need to click on the link (or copy the link to another device).

Video consultation invite from Leicestershire Partnership NHS Trust

NO-REPLY, Accurx (ACCURX LIMITED) <accurx.no-reply@nhs.net>
12:22

To:

Hi Jane,

I'm ready to start our video consultation. Click the link below to join and wait for me to connect.

Thanks,
Nicola Brewin
Please click the link to begin: https://florey.accurx.com/v/p/a8c3dd80-b29a-4d22-88d7-a5ca69b18072
Leicestershire Partnership NHS Trust

This email account is used to send out video consultation invites only. Please do not reply to this email as it will not be seen by a medical professional.
If you are having trouble accessing your video consultation invite and need technical help please contact us on support via https://support.accurx.com/en/

You will then be directed to the accuRx page. It is now requesting to test your microphone to ensure it can be used during the video call. Click on the test button.
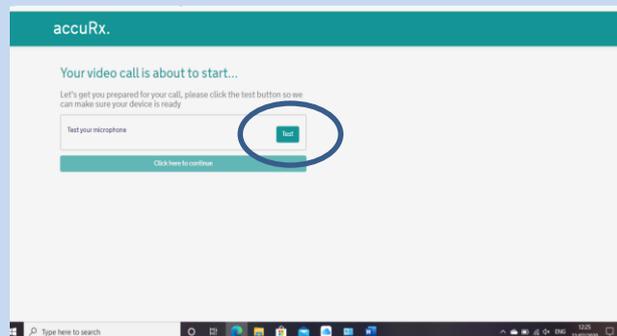
**Please note that the accuRx website is best accessed via Chrome, Firefox & new Microsoft Edge on a laptop.

The accuRx website may then ask for your permission to access your microphone to order to test it, this will depend on the set up of your laptop. If it does then click on allow.
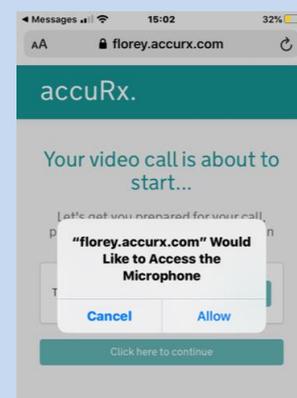
Following testing of your microphone you will get the following message – Microphone is working. You now need to click on the 'Click here to continue' button.

**If you see the message microphone not working, click on the 'Repeat test' button.
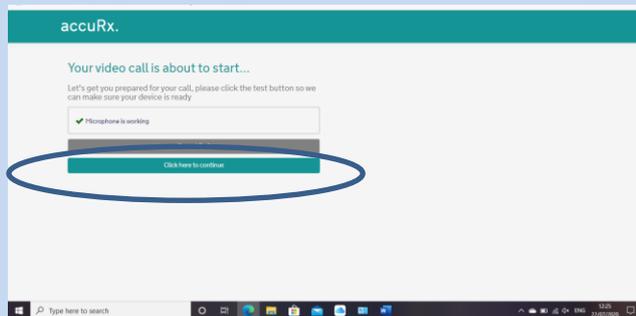
You may get asked to allow permission for the software to use your video and microphone for the session. Click on yes if this appears

You will now be in the video call and will see a screen like the one here. You can minimise yourself so that the clinician is full screen by clicking the 3 circles in the top right of your picture. If more than one clinician is on the call then more video boxes will be seen.

When the call has ended you click on the red hand to leave the session.
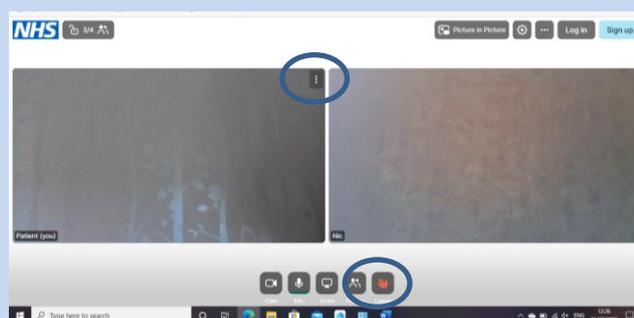
Once the call has ended you will this screen.

You can then close the tab down.