



## Attending your appointment via video

Where appropriate, you can attend your consultation online via BlueEye video calling.

With video calling, you get to see your doctor from the comfort and safety of your home. It also leads to savings on costs and time by eliminating the need for travel.

### Is it easy to use video call for consultation?

Video calling is as easy as a phone call.

You just need to click on a secure link to join a video call and do not need to create an account or download an app or a software.

### What do I need to join a video call?

- ✓ A laptop/ smartphone with web camera, microphone and speakers or a headset
- ✓ Up to date version of Google chrome, Mozilla Firefox or Safari web browser
- ✓ Good, reliable internet connection
- ✓ A private and quiet area for uninterrupted video call

### Is it secure?

The video calls are secure and private. The calls are not recorded and minimal personal data (name, email id/ phone number) is used to set up the video call.

### How much internet data is used in the video calls?

The video calls use a similar amount of data to other video software/apps that you may already be familiar with, such as Skype, WhatsApp video calls and FaceTime.

### How do I join a video call?

An overview of the video calling process is given in the image below. For detailed explanation along with the actual snapshots, you can refer 'How to use - for patient' document.

