

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.

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.

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

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.

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.

Video call instruction for “Test Call” and attending your appointment:

English	
1. Open the Chrome or Safari browser	
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).	


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?	
Click the following button to test your device, connection, microphone and web camera set up. Note: This test does not actually make a call.	
Test Call	
Enter the Waiting Area	
Click the following button to enter the NHSG xxx waiting area:	
Start video call	

<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>4. The system will check if you have everything in place to make a Near Me call. It will check:</p> <ul style="list-style-type: none"> (1) Connection speed (2) Speaker (3) Microphone and (4) Video. <p>You may be asked to click "continue" or "yes". If asked, "allow access to microphone and video", click "yes".</p>	
<p>5. Enter your details (first name, last name, date of birth (day/month/year), phone.</p> <p>Click the small box.</p> <p>Click Continue. Wait to connect your call.</p>	

Video Call Setup

↺ Restart
✕

NHSG

Health Service

Waiting Area: NHSG CAMHS

The person this call is about:

* Mandatory Field

First Name*

Last Name*

Date of Birth* / /

Phone*

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.

6. 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.