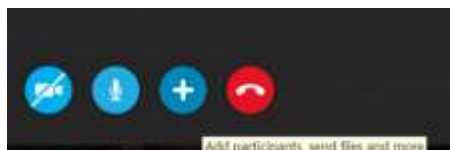


## A note on Screen Sharing

It is possible to share documents with your clinician. To share your whole screen, or just a single document with your therapist, while you're in a Skype call, press the blue + sign along the bottom of the video, and select 'Share screens...'



If your clinician would like you to use this feature, they will talk you through during your appointment.

If you have any other queries about using Skype, please discuss these with your clinician, or email them to [ruh-tr.paedscfsme@nhs.net](mailto:ruh-tr.paedscfsme@nhs.net)

## How to contact us:

If you have any questions, you can contact us on **01225 821340** Monday to Friday 8.30am to 4pm. Queries can be emailed to us at [ruh-tr.paedscfsme@nhs.net](mailto:ruh-tr.paedscfsme@nhs.net)

Our administrative team will do their best to help answer your query or will pass on a message to your therapist.

Royal United Hospitals Bath NHS Foundation Trust  
Combe Park, Bath BA1 3NG  
01225 428331 [www.ruh.nhs.uk](http://www.ruh.nhs.uk)

Please contact the Patient Advice and Liaison Service (PALS) if you require this leaflet in a different format, or would like to feedback your experience of the hospital.

Email [ruh-tr.PatientAdviceandLiaisonService@nhs.net](mailto:ruh-tr.PatientAdviceandLiaisonService@nhs.net) or telephone 01225 825656.

Further information and a range of helpful leaflets from our service can be found at our website: [www.ruh.nhs.uk/cfs](http://www.ruh.nhs.uk/cfs)

## Supporting Young People with CFS/ME

# Skype Appointments



As part of our ongoing commitment to provide the right care at the right time, we may offer to conduct appointments via Skype. This means that you may be able to see and speak with our team members from your own home and without the need to travel as we know this can sometimes make CFS/ME symptoms worse.

## What is Skype?

Skype is software that individuals and businesses use to make free video and voice calls and share files with other people on Skype. You can use Skype on whatever works best for you – on your mobile, computer or tablet.

## Where will the clinician be during the Skype session?

Your clinician will be in a quiet, private room when meeting you over Skype. Most commonly this will be a clinic room where you may have seen a member of the CFS/ME team before. No-one else will be present in the room without your knowledge and no-one else will be able to overhear your Skype conversations. Occasionally clinicians hold Skype appointments from other locations e.g. other private offices.



## How confidential is video-calling over Skype?

All Skype-to-Skype voice, video, file transfers and instant messages are encrypted. This means that all conversations are confidential and protected from anyone being able to listen in.

## Setting up Skype

If you do not already have Skype set up, you will need to create an account:



1. Visit the Skype website at <https://www.skype.com/en/>
2. Click on 'Download Skype'.
3. If you have a Windows computer, click on 'Get Skype for Windows'. If you have a Mac, click on 'Learn about Skype for Mac' and then 'Get Skype for Mac'.
4. Follow the onscreen steps to download Skype. Once it has finished installing, open Skype.
5. On the Skype sign in screen (below), select Create new account (or go directly to the Create an account page).
6. Follow the onscreen steps to set up a Skype account.

## Before your Skype appointment

**We will need your Skype username in order to contact you.** If your clinician offers appointments via Skype, we will ask you for this prior to booking an appointment. To find your username, you need to: Log in to Skype. Click on your name in the top left corner of the Skype screen, then provide the clinician with the username, phone number, or email address written next to "Accounts".

Our clinicians have their own Skype ID/Username. A clinician may add you as a contact before calling you. Click on 'Recent' to check for new contact requests, then click on the clinician's name, and 'Accept' to add them as a contact. This is not always necessary – your clinician may be able to call you on Skype without adding you as a contact.

## At the time of your Skype appointment

**Please ensure that you have opened the Skype app and logged in before your appointment time.**

You do not need to call your clinician – they will video-call you on Skype at the agreed appointment time. This means all you need to do is answer the call. When someone calls you, a call alert window appears on your screen:



In order for you & your clinician to see each other during your consultation, you need to select the **Answer with video** option.

## What if I'm having technical issues with the Skype video-call?

If you are having technical issues with the Skype video-call, for example the sound or video keeps cutting out, try following this link to troubleshoot the problem: <https://support.skype.com/en/faq/FA897/troubleshooting-problems-with-skype-calls>

If you can't resolve the technical issue during your video-call, your clinician will ring you on your preferred telephone number to continue the session by telephone.