

Dear __ _____,

Re: Video Appointment

Further to our conversation, this is to confirm that your outpatient appointment will now be **via video** at the **same time as your original appointment**.

This email is the **latest information** on your appointment and takes the place of your physical appointment letters and any text reminders.

For more information on video conferencing, please visit the RNOH website by following the link below:

<https://www.rnoh.nhs.uk/patients-and-visitors/attend-anywhere-video-clinics>

Date:

Time:

Your appointment will still be delivered by a member of the expected medical team. Please join the video appointment from a **stable internet connection** and a **private area**. We advise that you join from a device which you can use to show a range of movements and issues e.g. a back facing camera on a mobile phone that you can use to show your foot or knee.

Please read the leaflet attached which has information on how to join your call. Please note that due to current circumstances, there may be delays. If your appointment is delayed by more than 30 minutes, we will send you a message through the video conferencing software. This message will appear on your screen.

For your video appointment, please have available:

- a list of all medicines you take (including any vitamins, herbal remedies or medicines you may buy)
- copies of the most recent correspondence from any other hospital you are attending.

Please visit www.rnohguide.com for further information.

Thank you in advance for your understanding.

Kind regards,

RNOH Team

Royal National Orthopaedic Hospital NHS Trust | Brockley Hill | Stanmore | Middlesex | HA7 4LP