

## **Attending Your Advocacy Appointment via Video**

Video calling is as convenient as a phone call, with the added value of face to face communication.

### **Where do I go to attend my appointment?**

Instead of travelling to your appointment you enter our online office waiting area and your Advocate is notified when you arrive and will join you when ready. There is no need to create an account and no information you enter is stored.

### **What do I need to make a video call?**

- A good connection to the internet. (If you can watch a video online (eg YouTube) you can make a video call).
- A private, well-lit area where you will not be disturbed during the appointment.
- Google Chrome web browser on a desktop, laptop, android tablet, or smartphone *(you can download this if you do not have it via your own web browser on your desktop or laptop – if using your tablet or smartphone go to ‘Google Play Store’ and download)*

or

- Safari web browser on an Apple iMac, MacBook, iPad, or iPhone.
- A web-camera, speakers and microphone (which are already built into laptops, tablets or mobile devices).

### **Is it secure?**

Video calls are secure; your privacy is protected. You have your own private video room that only authorised advocates can enter.

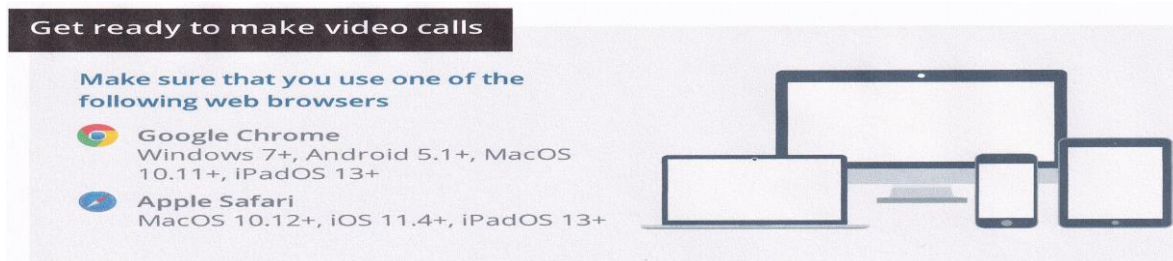
### **How much internet data will I use?**

You do not have to use data while waiting for an advocate to join you. A video call uses similar amount of data to Skype or FaceTime.

### **How much does a video call cost?**



The video is free (except for your internet usage).


Smartphone and tablet users – If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.




**Get ready to make video calls**

Make sure that you use one of the following web browsers

-  **Google Chrome**  
Windows 7+, Android 5.1+, MacOS 10.11+, iPadOS 13+
-  **Apple Safari**  
MacOS 10.12+, iOS 11.4+, iPadOS 13+





Dumfries & Galloway – Comm Health and Social Care has sent you the link to the Dumfries and Galloway Advocacy Service Waiting Area entry point:  
<https://nhsattend.vc/dandgadvocacy>

Always use the latest version of the Google Chrome or Apple Safari web browser


**More Information**

If you have followed the steps above and have not been collected for your appointment within 10 minutes after your allocated time please remain in the waiting area and call [01387 247237](tel:01387247237).

Dumfries & Galloway – Comm Health and Social Care:  
**Dumfries and Galloway Advocacy Service**

**Enter the Waiting Area**

Click the following button to enter the Dumfries and Galloway Advocacy Service waiting area:



**Need help or more information?**

[Setup guide](#)  
[Troubleshooting](#)

**Dumfries & Galloway – Comm Health and Social Care**

Waiting Area: Dumfries and Galloway Advocacy Service

**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.

1. At the time of your appointment Click on:  
<https://nhsattend.vc/dandgadvocacy>

2. On the web page, click the Start video call button and follow instructions.

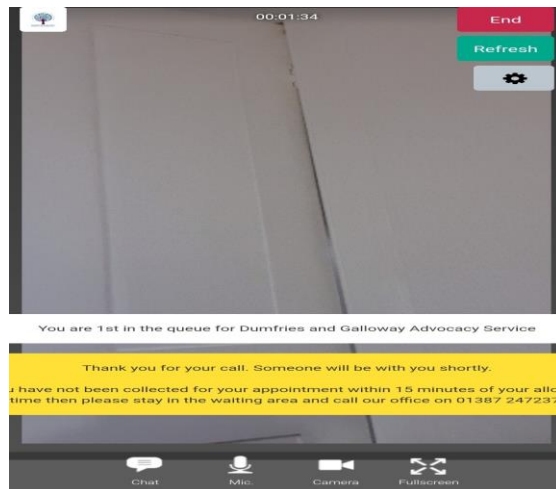
3. Complete your first name, last name, and phone number. You do not have to put in your date of birth if you do not wish to do so.

**Please Read!**

- This is **not** an emergency service. If you need emergency care, telephone 999
- No one is permitted to record the call without consent
- Everyone attending the consultation with you will be introduced
- Your video call will open in a new window
- If you experience any issues, click the **Refresh** button

Click **Start Call** to proceed.

4. Click on 'Start Call'



5. Wait in your own private video room and your advocate will see you are waiting and join you when they are

If you have any issues or questions please contact our office on 01387 247237 or email us at [info@dgadvocacy.co.uk](mailto:info@dgadvocacy.co.uk)