



Videoconference requirements for patients

Joining from home (off-site)*	Joining from hospital (on-site)
An email address for videoconferencing meeting links to be sent to.	An email address for videoconferencing meeting links to be sent to (<i>optional – site should have printed versions of the patient joining links</i>)
The ability to access their email account so that they can access the videoconferencing meeting links and Teams not blocked.	Meeting links will be provided in a document – this may be printed or saved to the device the patient will be using.
A computer, laptop, tablet or smartphone with working camera and microphone. Headphones can be used if this improves audio quality.	Access to a hospital computer with working camera and microphone that can log in to and access the internet OR ability to bring in own device and connect to hospital wifi. It is recommended to test an external device with the hospital wifi as this is often reported to be unreliable. If the computers and/or wifi are not suitable for video conferencing, please contact the College to discuss further as we may be able to temporarily provide laptops and/or sim cards or look at alternative locations.
A reliable internet connection. No limitations on data which could cause the connection to cut out, slow down, or result in an elevated bill.	A reliable internet connection.
Access to a recent version of either Google Chrome or Microsoft Edge (or the ability to download either of these) or the MS Teams app on their personal device. This is required for MS Teams to work. Further information about how to access MS Teams will be provided closer to the exam date.	Access to a recent version of either Google Chrome or Microsoft Edge. This is required for MS Teams to work via the web browser. Further information about how to access MS Teams will be provided closer to the exam date. Note: If hospitals are already using MS Teams, it is not recommended that patient access Teams via the MS Teams app already installed on hospital computers. This is because they will be set up for hospital staff and the patient's log in details are unlikely to be accepted.
Familiarity with video calls.	Familiarity with video calls.
Advantageous to have used Telehealth within the last 6 months.	Advantageous to have used Telehealth within the last 6 months.
Ensure sleep, screen lock or power down modes will not enact during call and that device does not have security settings preventing Teams to open.	Ensure sleep, screen lock or power down modes will not enact during call.



Technology requirements for patients cont.

Joining from home (off-site)*	Joining from hospital (on-site)
Fully charged mobile phone, or landline, in reserve if videoconference experiences difficulties	Fully charged mobile phone, or landline, in reserve if videoconference experiences difficulties
A quiet room with good lighting (no glare on screen etc)	A quiet room with good lighting (no glare on screen etc)
If using a tablet or smartphone, a suitable device set up i.e. device propped up to give a full, steady view of the patient.	If using a tablet, a suitable device set up i.e. device propped up to give a full, steady view of the patient.

*A checklist of these requirements will be sent to all off-site patients along with their Patient Consent Form.

The College will field any general queries from patients about procedures or video technology assistance leading up to the exam. Patients will also be contacted by an agent from MOQdigital, a technology company working with the College, to conduct a videoconferencing test prior to the exam day.