

Attending your appointment by video



Video calling is convenient and easy to use.

Instead of travelling to your appointment, you can enter the virtual online waiting area using the link below. The service will see that you have arrived, and the Menopause Doctor will join your call.

All of our video calls are secure, and your privacy is protected.



How do I attend my video appointment?

Go to: <https://attenduk.vc/health-and-her-clinic>

What do I need to make a video call?



A device for making a video call, such as a smartphone, tablet, or computer with a webcam and speaker (often built into laptops).



A reliable internet connection (wired, Wi-Fi or mobile data). If you can watch a video online, you should be able to make a video call.



A private, well-lit area for your consultation where you won't be disturbed and feel comfortable discussing your health.



Use the latest version of **Chrome**, **Safari**, or **Edge** for best video calling performance.



Google Chrome
Windows, Android,
MacOS



Apple Safari
MacOS, iOS,
iPadOS



Microsoft
Edge
Windows

What do I need to know?

Is it secure / confidential?

Yes, we store your personal data, appointment notes and medical information on secure servers that are located in the UK. During your call, you will have your own private video room that only your authorised Health & Her Clinic Menopause Doctor can enter.

How much does a video call cost?

Unlike other menopause clinics, we don't have a physical surgery and the extra costs with running this type of clinic. This allows us to offer 35 minute consultation appointments for £135.

How much internet data will I use?

The video call will not use data while you're waiting for the doctor to join your appointment. After the call connects, it will use a similar amount of data to services such as Skype or Facetime. We recommend connecting to a WI-FI, if possible.

How do I make my video call?

When it's time for your appointment, please follow the link above to start your call. Alternatively, you can sign into the Health & Her Clinic, select **View Appointment** from the home screen, and then select **Begin Appointment**. From here, you can either make a test call or proceed to the virtual waiting area. To begin the call, you will be asked to log in with your personal details.



As you begin your call, the system will conduct a video call set up to check that you have everything in place, e.g. internet, speaker, microphone and video.



If asked, please allow your browser to access your camera and microphone.



After your appointment, to end the call, simply click **End**.

TIP - Many call issues can be fixed by hitting **Refresh**.

What do I do if something's not working?

For video troubleshooting support, please visit:

<https://consult.attendanywhere.co.uk/troubleshooting>

Or alternatively, get in touch by calling us on 0333 305 5903 and selecting option 3, or email us at:

clinic@healthandher.com.

