

MyGOSH Video Visits

MyGOSH Video Visits give patients and proxies the ability to complete a remote visit with their clinician through the MyGOSH portal. In order to dial in to clinic, MyGOSH uses Zoom technology.

Zoom is a web-based video appointment tool that allows patients and proxies to link online from their desktop, mobile or tablet. The easy-to-use video tool enables you to screen-share and discuss your health with your medical team. The connection is secure and encrypted end to end and safe to use. The call will not be recorded.

This tip sheet helps you to successfully download Zoom, and complete your clinic appointment with your clinical teams.

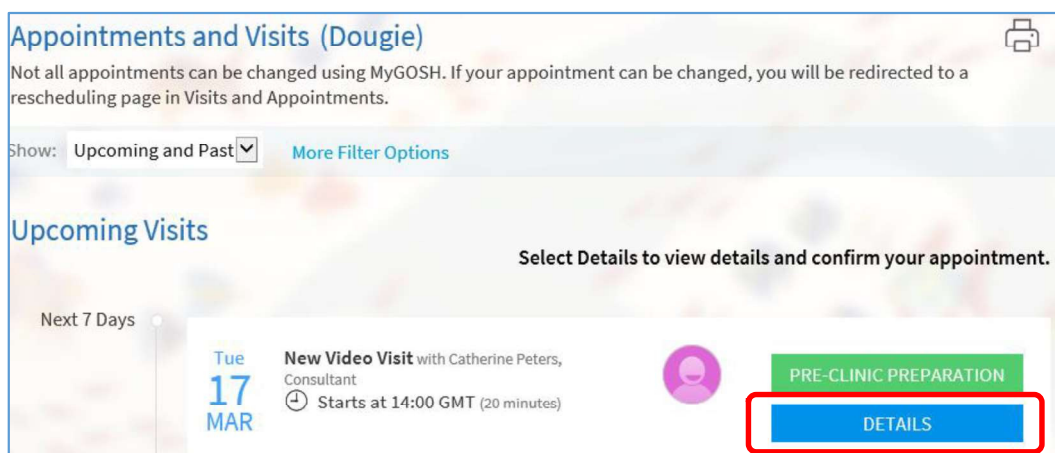
Preparation for your Appointment

To prepare for your video visit and ensure a smooth connection, if possible, please follow these instructions at least 24 hours in advance of your appointment:

Make sure you have a webcam set up. The webcam can be part of a laptop or a separate USB webcam. If you are using a mobile device (or a device with an inbuilt camera) there is no need to check your camera set up.

Signed in to MyGOSH on a PC:

- Navigate to your Appointment and Visits Page and click into your upcoming appointment to see the Details.



- Once on the Details page, click on the link in the patient instructions or go to <https://zoom.us/download> to download the Zoom App you will need for the visit.

Follow Up Video Visit with Catherine Peters, Consultant

Monday 16 March 2020
17:15 GMT (5 minutes)
[Add to Calendar](#)

This appointment cannot be canceled online. To cancel, please contact your specialty care team on the number indicated above to make new arrangements.

It's time to start your video visit!

PRE-CLINIC PREPARATION
Save time by completing Pre-Clinic Preparation ahead of time.

BEGIN VIDEO VISIT
When you are ready to talk to your doctor, click the button below.

Want an earlier time? [Get on the Short Notice List](#)

Visit Instructions

At least 24 hours prior to your appointment, please follow this [link](#) to download the Zoom App onto your PC or mobile device and follow the testing advice. This will ensure we are able to see and hear you during your appointment.

On the day of your appointment, click on the green 'Begin Video Visit' icon above to launch the video to start the appointment with your clinician.

You can launch the video up to 30 minutes before the appointment which will take you to a waiting area. Once your clinician is online you will automatically be connected and your appointment will start.

- You will be redirected out of MyGOSH to the Zoom website, click on the relevant box to download the App.

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

[Download](#) Version 4.6.7 (18176.0301)

Signed in to MyGOSH on a Mobile Device:

- Navigate to your Visits icon clicking it to enter your appointment lists

CARE TEAM

GS THOMAS Nurse Rachel T

ACTIVITIES

COVID – 19 Coronavirus I... Test Results Messages Visits Medication To Do Health Summary

Letters Questionnaires Track My Health Share My Record Education

- Click on your appointment to enter the details page of your video visit.

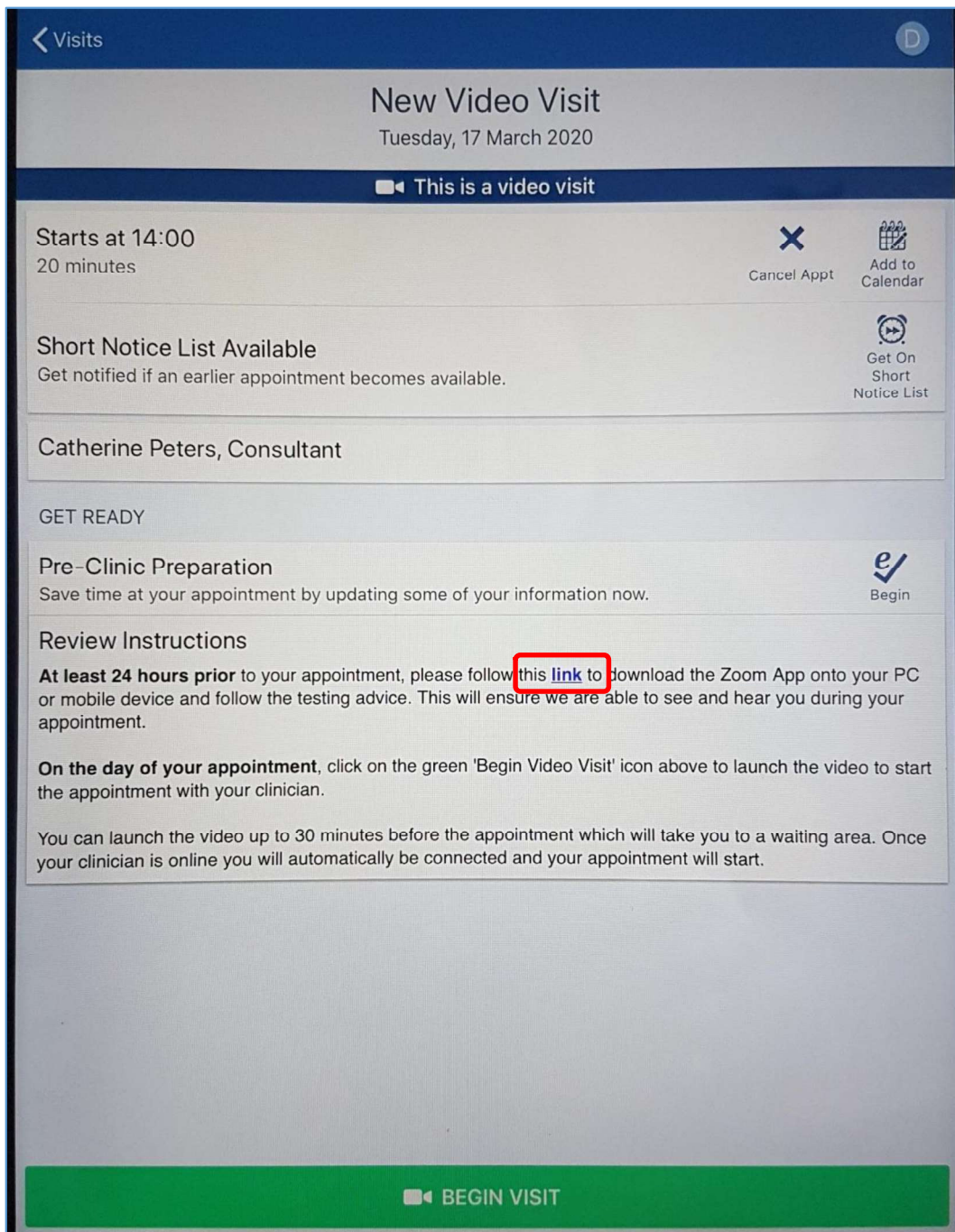
NEXT 7 DAYS

17 MAR 2020 New Video Visit
Tuesday, 17 March 2020
Starts at 14:00
20 minutes
Catherine Peters, Consultant

Pre-Clinic Preparation



Cancel

- Once on the Details page, click on the link in the patient instructions or go to <https://zoom.us/download> to download the Zoom App you will need for the visit.



- You will be redirected out of MyGOSH to the Zoom website, click on the relevant box to download the App.


Zoom Mobile Apps
Start, join and schedule meetings; send group text, images and push-to-talk messages on mobile devices.

Once you have successfully downloaded the software, close the App and you are ready for your appointment. You do not need to sign in or register with Zoom – only to Download it. If you have problems connecting or need help with your Zoom connection, contact our MyGOSH Helpdesk on 020 7762 6262

On the day of your Appointment: Connect and Begin

- You can launch your video appointment up to 30 minutes before the appointment time by clicking on the 'Begin Video Visit' box.
- You will be directed automatically to Zoom; into a waiting area. The screen will have a message stating 'waiting for host to connect'. Once your clinician is connected and ready to begin your consultation, you will automatically be connected to the visit and your appointment will begin. Please note, that sometimes clinics run late – you will see when your clinician is ready.



Follow Up Video Visit
with Catherine Peters,
Consultant

It's time to start your video visit!

PRE-CLINIC PREPARATION
Save time by completing Pre-Clinic Preparation ahead of time.

BEGIN VIDEO VISIT
When you are ready to talk to your doctor, click the button below.

New Video Visit

Tuesday, 17 March 2020

📺 This is a video visit

Starts at 14:00
20 minutes

Cancel Appt Add to Calendar

Short Notice List Available
Get notified if an earlier appointment becomes available.

Get On Short Notice List

Catherine Peters, Consultant

GET READY

Pre-Clinic Preparation
Save time at your appointment by updating some of your information now.

Begin

Review Instructions

At least 24 hours prior to your appointment, please follow this [link](#) to download the Zoom App onto your PC or mobile device and follow the testing advice. This will ensure we are able to see and hear you during your appointment.

On the day of your appointment, click on the green 'Begin Video Visit' icon above to launch the video to start the appointment with your clinician.

You can launch the video up to 30 minutes before the appointment which will take you to a waiting area. Once your clinician is online you will automatically be connected and your appointment will start.

BEGIN VISIT