

# Video appointments - The Orthotics Service

Orthotics

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.



The Orthotics service has recently introduced video appointments. The aim is to allow some Orthotic treatment to be carried out without the requirement for the patient to visit the hospital.

This information is designed to answer some questions you might have about video appointments.

## **Do I have to accept a video appointment?**

No, you do not have to accept a video appointment; you can decline the appointment and request to be added to the waiting list for a face to face Orthotics out-patient appointment.

## **If I accept a video appointment does it mean I cannot have a face to face appointment?**

Due to COVID-19 the Orthotics service has reduced the number of face to face appointments available to patients to ensure appropriate social distancing. Where it is feasible, we are offering video appointments to assess, review and fit patients with their orthoses to ensure treatment continues.

If you have a video appointment and you are not happy with the outcome or your Orthotist feels a face to face appointment is required, you will be offered a face to face appointment.

## **What equipment will I need for a video appointment?**

You will need either a mobile phone, laptop or tablet with a camera and internet access.

## **How does a video appointment work?**

At the start of your appointment you will receive a text message (via your mobile phone) or an email via your tablet / computer advising you that your appointment is due to start and asking you to click on the link within the message. Once you click the link it will take you to the start of your video appointment.

## **Will the video appointment be recorded?**

No, the video appointment will not be recorded.

## What happens if I need an interpreter?

If you require an interpreter please let us know and we will arrange for an interpreter to join us on the video call.

## How do I prepare for a video appointment?

- Please ensure you are in a quiet space
- Please have any Orthotic devices with you if they are to be reviewed
- If the video appointment is for a child or a person in your care, please ensure they are present.

## Will the video appointment start on time?

We aim to start all our video appointments on time but, like face to face clinics sometimes appointments run over. If we have not contacted you within 10 minutes of your appointment start time please contact us for further advice.

## What happens if my Orthotist assesses me and prescribes me with a splint / support, will I need to come into the hospital to have it fitted?

It depends on the type of splint/support which you are prescribed with. Some devices can be posted out to your home address or collected from the Orthotics department with the option of a video appointment to have them fitted. However, more complex splints / supports will require a face to face appointment; your Orthotist will be able to advise you on how the treatment can safely be carried out during your video appointment.

## What happens if I need a cast or measures taken?

If your Orthotist advises you that a cast or measures are required or a face to face assessment is needed, they will arrange a face to face appointment for you or they will add you to the waiting list, depending on the urgency of the treatment.

## Where can I access the department advice leaflets?

All the Orthotic department advice leaflets can be accessed on the Trust website on the following link:

<https://tinyurl.com/yyu287lb>

## What happens if I do not answer the video call?

If you fail to answer the video call which has been arranged for you, the same discharge policy will apply as to out-patient appointments. This means you may be discharged from the Orthotics service.

## Where can I get more information?

For more information on video calls please contact the Orthotics department on 01902 694082 (New Cross Hospital) or 01543 576626 (Cannock Hospital) or email us at [rwh-tr.orthoticservice@nhs.net](mailto:rwh-tr.orthoticservice@nhs.net)

Department opening hours: 08:30 to 16:30 Monday to Friday (excludes bank holidays).





## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。