



NEAR ME TEST CALL CHECKLIST

For Providers to use with Callers before a Near Me call



Version 11th January 2022

Review date March 2022

1. Invite callers to the test call by sharing your waiting area link via email (Bcc), text, website, or letter. Include the Caller Information Leaflet too (see below)

National Video Conferencing Service Waiting Area

MAIN WAITING AREA CONSULT NOW

Status	Caller	Telephone
No calls to this Waiting Area		

Waiting Area link

<https://nhsattend.vc/nvcs>

- Share link to Waiting Area
- Share by text message
- Share by email
- Copy to clipboard

2. Download and share your waiting area Caller Information Leaflet.

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Information for Callers

Visit <https://nhs.attendanywhere.com/callers> test

Caller Information Leaflet

3. Local contact and support information can be added to the Caller Information Leaflet by your waiting area administrator
4. Try to have contact details for the caller for a device separate to the one they are using for the Near Me call (e.g. a landline or mobile number) so you can talk them through the joining process if required.
5. Make sure both you and the caller have a copy of your waiting area Caller Information Leaflet to hand so can work through this as a guide during the test call.
6. Carry out the test call.
7. The leaflet contains this [Troubleshooting Link](#) for you and your caller if needed.
8. Additional support for Providers is available from the [National Video Conference Service](#) (NVCS) who can be contacted at vc.support@nhs.scot or on 01224 816666 from 8am to 6pm Monday to Friday. The NVCS can also help callers but you must contact them with the caller's first name and telephone number only, as well as a time to call the caller. Callers should not be told to contact the NVCS directly.
9. Callers can also undertake test calls themselves by [clicking here](#).

Please could you complete this [2 question survey](#) to provide feedback which will inform future versions of this checklist. Thank you.

For the purpose of this guidance anyone from Health, Care or the Public sector who is involved in hosting a Near Me call will be referred to as a **Service Provider**. The term **Caller** describes the person who attends the call, the attendee or participant, and may refer to a patient, client, interpreter, carer, customer or service user etc.

