



## Your CAMHS appointment: Using Near Me (video call)

Near Me is simply a way for you to have your usual **CAMHS appointments** via a video call from the comfort of your own home. It's easy to use, and once you've done it once, it's very quick and simple. Just a few things before you get going:

- To double check that Near Me works for you, please have a practice a couple of days before your appointment. You can follow the steps on how to get to the Mental Health reception anytime Monday – Friday, between 9am and 4.30pm. When you get to the Mental Health Reception your call will be answered by a Receptionist, just explain that you're practicing for a future CAMHS appointment and end the call there.
- If you can't get onto Near Me following the steps for your device here, please contact the person who sent your appointment details – they may be able to help, or arrange a phone call instead.
- A Near Me video call uses a similar amount of data to Skype® or FaceTime® and is free (except for your internet usage).
- For your actual appointment, please make sure you give yourself plenty of time and arrive in Mental Health Reception 5 minutes before your appointment.

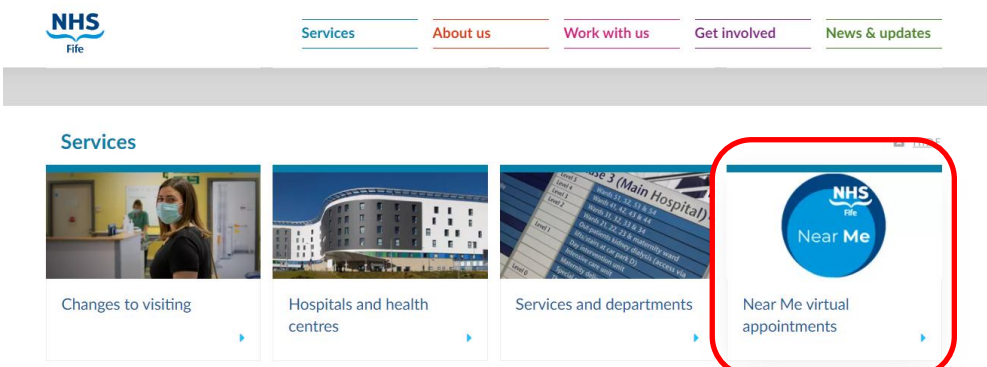
## Getting to your CAMHS Near Me appointment via NHS Fife website

These instructions apply to all devices, but for Android tablet or mobile use Chrome  and for iPhone or iPad use Safari 

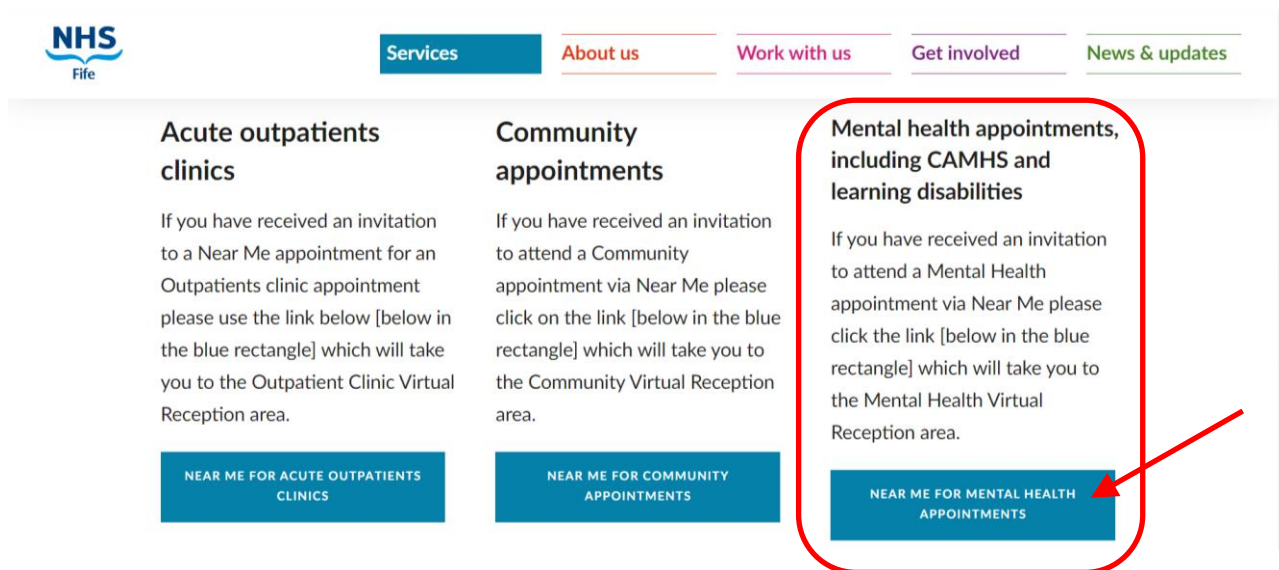
Type "NHS Fife" into the search bar and click on "nhsfife.org":



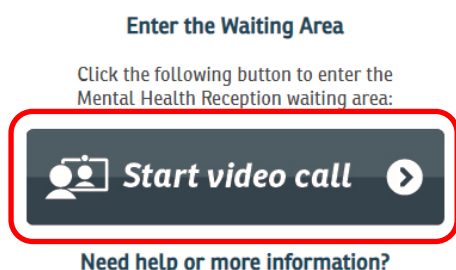
Scroll down, and click on the button "Near Me virtual appointments":



Scroll down to “Mental health appointments, including CAMHS and learning disabilities”, and click on the button “NEAR ME FOR MENTAL HEALTH APPOINTMENTS”:



This will bring up the Mental Health Reception front page – click on “Start video call”:



## Starting your appointment

- Once you click “Start video call”, you will go through a few screens to check your camera/microphone and connection speed.
- You will also be asked to provide name, date of birth and phone number – this is confidential and is not stored.
- To help us direct you to CAMHS, please enter your **child’s Name and Date of Birth**.
- Your call is then put through to the main waiting area and will be answered by Mental Health Reception.
- Ask to be put through to the **CAMHS waiting area**, and your call will be transferred.
- Your call is now in the CAMHS waiting area and will be answered shortly.
- If you do have connection issues during your appointment, use the refresh button. If this doesn’t work, you may have to switch to a phone call.