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



Near Me is simply a way for you to have your **CAMHS appointment** 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:

- have a practice a couple of days before your appointment
- 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)
- like coming to clinic, give yourself plenty of time to get online and through to Near Me Mental Health Reception for your appointment

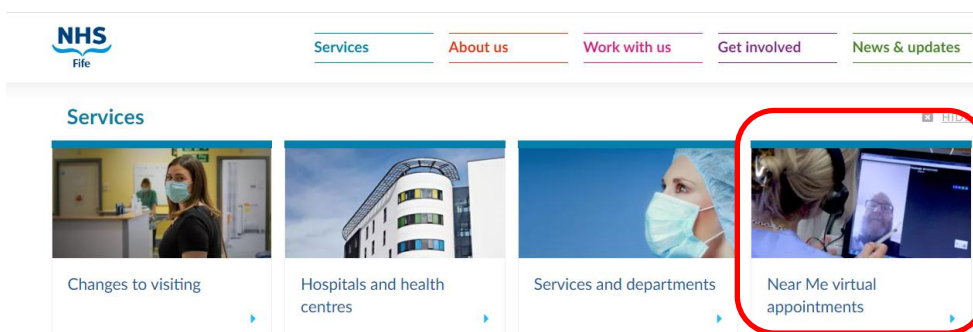
## Getting to your CAMHS Near Me appointment via NHS Fife website

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

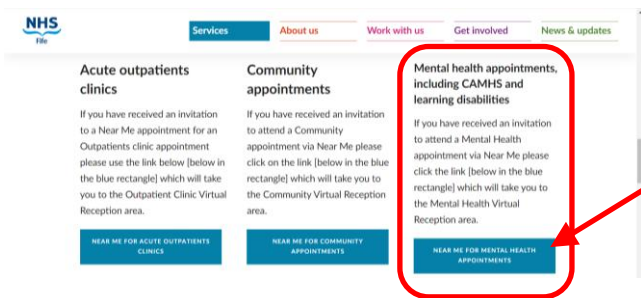
Type "NHS Fife" into the search bar and click on "nhsfife.org":



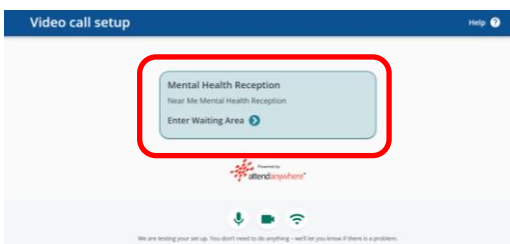
Scroll down, and click on the button "Near Me virtual appointments":



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



Click “Continue” then “Allow” for microphone/sound check, and then click on “Enter Waiting Area”:



## Starting your appointment

- once you click “Enter Waiting Area”, read the information and click “Next step”
- put in **your child’s Name and Date of Birth** and provide a contact phone number – this is confidential and is not stored and will help us direct you to CAMHS
- tick the terms and policies box, and then click on the green “Enter Waiting Area” button
- you’ll be put through to the main waiting area and your call will be picked up 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 have connection issues during your appointment, use the refresh button - if this doesn’t work, you may have to switch to a phone call

## Things to think about

- if you’re worried or not sure about using Near Me, please get in touch before your appointment
- try and find a quiet space for your appointment where you feel comfortable
- it’s best not to have your appointment at school/work, travelling or in public as you might be talking about emotional things and want privacy
- you might want to have your appointment in your bedroom - but make sure this feels comfortable for you as it’s your personal space
- limit distractions (e.g. pets, family etc.) and turn off notifications on the device you’re using
- if you want to have your appointment on your own, and to keep confidentiality, let your family know not to disturb you during your appointment
- it’s also fine to have a family member or friend with you, just let the clinician know at the start of the appointment who else is with you
- if you want to record your session please discuss this with the clinician before making any recording - it can be helpful to be able to listen to sessions again, but it’s very important that you store this information carefully in order to protect your privacy