

Preparing for a video call with DECIDE

Before your video call

After you've spoken with the DECIDE customer service team (0800 DECIDE) and they have scheduled your video consultation (appointment), they will email you with a meeting link to the appointment.

When it is time for your appointment, you can click on the link and join the appointment by video.

You need

DECIDE uses [Webex Meetings](#) for video calls. You will need:

- a desktop computer, laptop, tablet, or smartphone, with a built-in camera, speaker and microphone. Read about computer requirements for Webex Meetings, [here](#)
- a web browser, like Google Chrome, Microsoft Edge, or Firefox
- a good internet connection (good enough to watch YouTube or video call with friends/whānau)
- somewhere quiet, private, away from distractions, and well lit
- a comfortable chair
- headphones, if possible
- a notepad and pen
- a list of any questions you may have.

If you use a tablet or smart phone:

- prop it up with a pile of books or cookbook stand, so it stays steady, and your hands are free to write
- connect it to your Wi-Fi, there is likely to be a better connection and you won't use up all your mobile data allowance.

Privacy

Video appointments private, confidential and secure. Your DECIDE nurse calls you from a private room, with secure access to your health records.

Joining your video call

You can join the video call through a browser (such as Chrome or Microsoft Edge), but for the best experience download the free Webex meeting app prior to your meeting.

The app can be downloaded for free: <https://www.webex.com/downloads.html>



Test meeting

If you are unsure if your device can use Webex Meetings, you can click this link to start a test meeting:

<https://www.webex.com/test-meeting.html>

Your first video call

Here are some tips to help you get the most out of your video appointment:

- your first video appointment is **expected to take 20 minutes**.
- you can have your video turned off, if you prefer, but ensure your microphone is on.
- if you have your video on, when the nurse appears on your screen, say hello and wave. They will do the same. This helps you check the sound and video are working properly.
- at times, there might be a small delay in the connection, and you may speak over each other from time to time. This is common in video calls, so don't let it put you off. Be patient and take the conversation slowly.
- if you have technical problems, tell your nurse. They can make sure you don't miss anything important.
- ask if you need something to be explained again.

During the appointment your nurse may:

- tell you the purpose of the call
- give you the opportunity to discuss what is on your mind
- ask questions regarding your health
- make some assessments
- discuss the outcome, their opinion and any action plan or advice
- summarise next steps.

And remember, take notes if you want.