



Simple client-centric video consulting



The option of attending appointments via a video call benefits clients, service providers and organisations.

To introduce video appointments into everyday practice, it helps if the process aligns with the way clients usually attends appointments, without additional steps or work for providers.

About Near Me

The Near Me service uses the Attend Anywhere video consulting platform. This is a purpose-built suite of services, tools and resources. It is freely available across the Scottish Public Sector.

Near Me makes it easy for you to say, "Yes, you can attend your appointment via video".

Near Me is accessed wholly via the web. It can be used anywhere, on everyday devices with a reasonable internet connection.

How it works

Near Me provides a single, consistent entry point on the service webpage, where clients enter an online waiting area for their appointment.

Staff manage their case load as usual. Video appointments are handled through existing processes and systems and run like any other appointment.

Clients attend appointments via the organisation's website or weblink sent via email or SMS. The client waits in their own private room in the waiting area. No account, special software or dial-in details are needed.

Service providers prepare to engage with their clients as normal, except they join clients via the online waiting area instead of a physical one.

Organisations have access to all the support, advice and resources they need to help with adoption and use of Near Me.

Benefits for Scotland

- Support physical distancing
- Make travel optional for clients in a way that is scalable and sustainable
- "Once for Scotland" service, backed by the Scottish Government
- Support your workflow, avoid redesigning services to make them fit
- Ability to queue, transfer, join and add callers
- High-grade security, privacy and data protection
- Save time and money, improve access and service
- Increase the range of services available "locally"
- Reduce carbon footprint

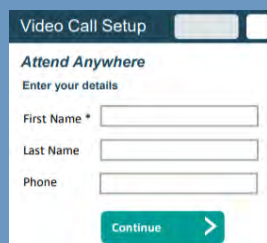
Easy process for both clients and providers

Go to the entry point on the service website or click on the link sent



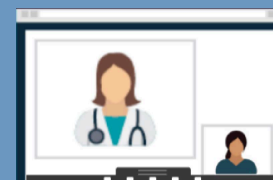
Click the Start video call button

Enter personal details when prompted

A screenshot of a "Video Call Setup" form. It has a title "Attend Anywhere" and a sub-header "Enter your details". There are three input fields: "First Name *", "Last Name", and "Phone". A green "Continue" button with a right-pointing arrow is at the bottom.

Enter the online Waiting Area

Provider arrives and the appointment proceeds



Near Me is making a difference

Near Me is designed for simple, person-centred service delivery in any setting. For many people attending appointments can be difficult, stressful and expensive.

Near Me is already widely used across Scotland to provide health and care services, with around 17,000 video consultations being held every week.

Programme for Government

"We will now move to a position of Near Me as the default option where that is right for a person and they are happy to use the service."

▣▣ *Overall I think the application is great and I would have no reservations about using this system for dealing with my medical team.*

Near Me has revolutionised everything about the way I work. I can see clients now face-to-face via video, from Huntly to Stonehaven to Peterhead – all in one day. The benefits are absolutely enormous. People need to see you. There is an element of trust that you have to build up. ▣▣

All that is required to use Near Me is internet access and one of the following:

Edge or Chrome browser on a Windows computer

Safari or Chrome browser on a MacOS computer

Safari browser on iPad or iPhone

Chrome browser on an Android device



For more information visit www.tec.scot/nearme

To discuss next steps contact:

National Virtual Consultation Service

01224 816666

vc.support@nhs.scot



The Scottish Government
Riaghaltas na h-Alba