

What to do on a virtual appointment



Because of Coronavirus, you might have an appointment with your nurse or doctor on video or over the phone.



If you have your appointment on a video call:

- go to a quiet room
- put your phone on silent
- make sure you have good Wi-Fi
- be quiet when other people are speaking
- make sure your doctor or nurse can see you on the screen

Need help?



Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.



Phone: 0300 123 1807

The team can phone you back.



Email: kentchft.PALS@nhs.net



Post:

Patient Advice and Liaison Service (PALS)
Kent Community Health NHS Foundation Trust
Unit J, Concept Court
Shearway Business Park
Folkestone
Kent CT19 4RG

easy read



Our information is made with help from people with a communication need. Created using CHANGE and stock images.

(we care)