Attending your video assessment

Centre for Health and Disability Assessments

Centre for Health and Disability Assessments™
Operated by MAXIMUS®

Where appropriate, you can attend your assessment online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.
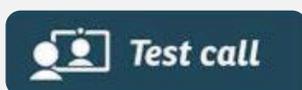
What do I need to do today?

Check you have the following:

- A desktop computer, laptop, tablet or mobile phone that has a front-facing camera, speakers and microphone.

- A good internet connection. If you are able to stream music or videos online, your internet connection should be able to host video assessments.

- A quiet area where you will not be disturbed.

- The latest version of Google Chrome, Safari or Microsoft Edge web browsers.
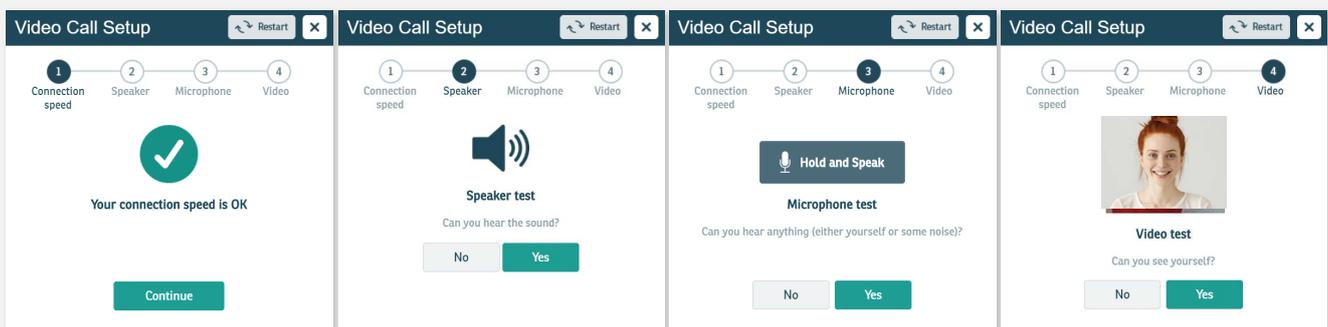
Test your equipment

- Visit this webpage: **chdauk.co.uk/va**

- Click **Test call** on the webpage.

Test call

- Follow the instructions on your device to test the sound and camera.

What do I need to do on the day of my assessment?

Visit this webpage: **chdauk.co.uk/va**

Click **Start video call** on the webpage and then again when a new window opens.

> **Start video call** ❯

Follow the instructions on screen and you will enter a private virtual room.

The Healthcare Professional will see that you have arrived, and join you in the virtual room as soon as they are available.

Frequently asked questions

Are video assessments secure?

Video calls are completely secure and your privacy is protected. Your assessment will take place in a private, virtual assessment room and only authorised staff can enter.

What to do if the Test call or Start video call doesn't work?

Visit **chdauk.co.uk/va** and click the technical help link for more information or contact the appointments help desk on 0207 315 4880 between 9am and 5pm Monday to Friday.

How much internet data will I use?

A video assessment uses a similar amount of data to Skype or FaceTime.

Smartphone and tablet users

Connect to a home or work Wi-Fi network to avoid using your mobile data allowance.