

# Video consultation with Børneklivnikken Aalborg

Video consultations take place via the app *Min Læge* on your phone or tablet.



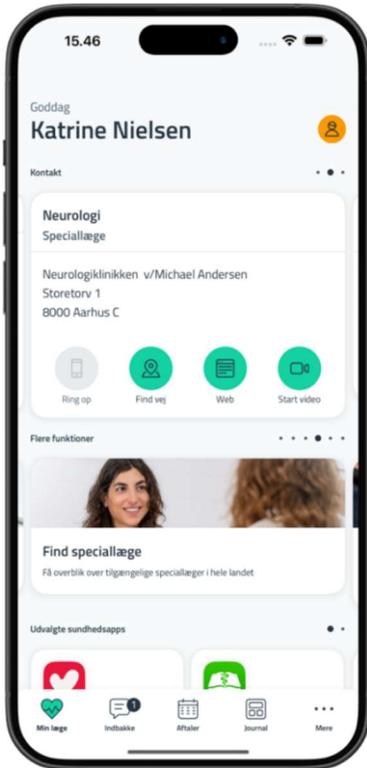
*The app is only available in Danish.*

## **When can video consultations be used?**

- The clinic will always assess whether your consultation can take place via video. It must be agreed in advance.
  - You can use a headset or other equipment, but it's not required.

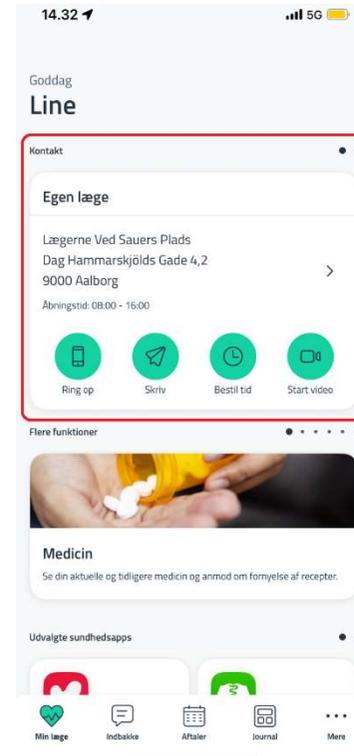
## **If you experience technical difficulties**

- If you are not logged in and visible in the 'waiting room' at the agreed time, we will send a video link via SMS to the agreed phone number.
  - If the *Min Læge* app is not working, we will call you instead.
- If you wish to cancel in due time, it must be done no later than 11:00 AM the day before the scheduled appointment.
- In the event of a late cancellation or a no-show, a fee of DKK 250 will be charged according to the agreement between medical specialists and the Danish Regions.



## 1. Start the video consultation

- If the consultation is for a child under 15, log in with your own MitID and switch to the child's profile via the person icon  in the top corner.
- If the consultation is for a teenager aged 15 or over, they must log in with their own MitID.



- Swipe in the field that says '*Kontakt: Egen Læge*', until you see '*Kontakt: Pædiatri Speciallæge*'.
- Then click the video icon labeled '*Start video*'.



**OBS!**

Du skal altid have en godkendt aftale for at kunne benytte videokonsultation.

### En god videokonsultation

1. Sid uforstyrret og alene.
2. Undgå at sidde i modlys, fx. fra vinduet. Det må ikke være for mørkt hvor du sidder.
3. Stil din mobil, så den står stabilt under samtalen.
4. Efter du har stillet dig i kø, kan du lægge din telefon fra dig og vil blive underrettet når det bliver din tur
5. Du kan altid se din aktuelle plads i køen på "Min Læge" siden

Tilbage

Næste

## 2. Information about a good video consultation

A good video consultation requires some preparation. The app will guide you. Click 'Næste'.



### Test af dit kamera

Klik næste, hvis kameraet virker

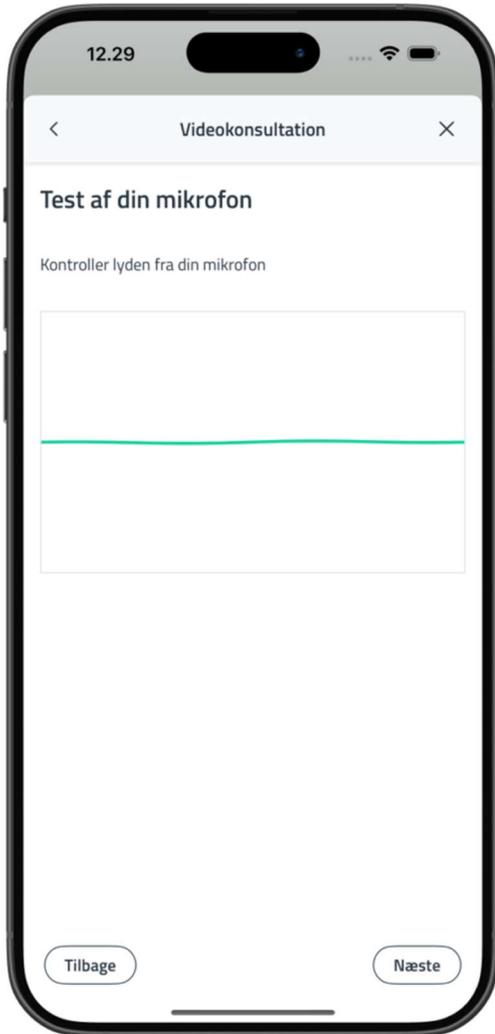


Tilbage

Næste

## 3. Test your camera

Check that your camera is working. Click 'Næste'.



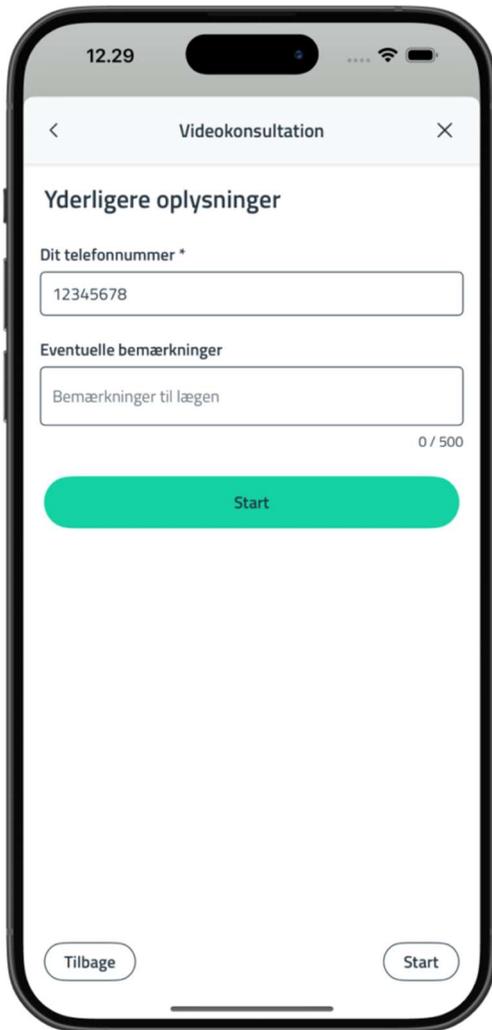
#### 4. Test your microphone

Check that your microphone is working. Click 'Næste'.



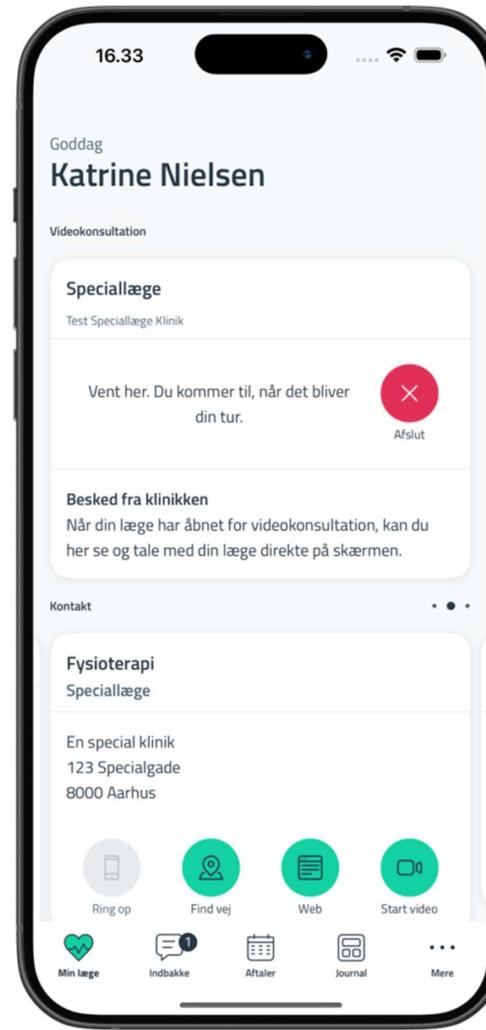
#### 5. Test your speakers

Test that you can hear sound. Click 'Næste'.



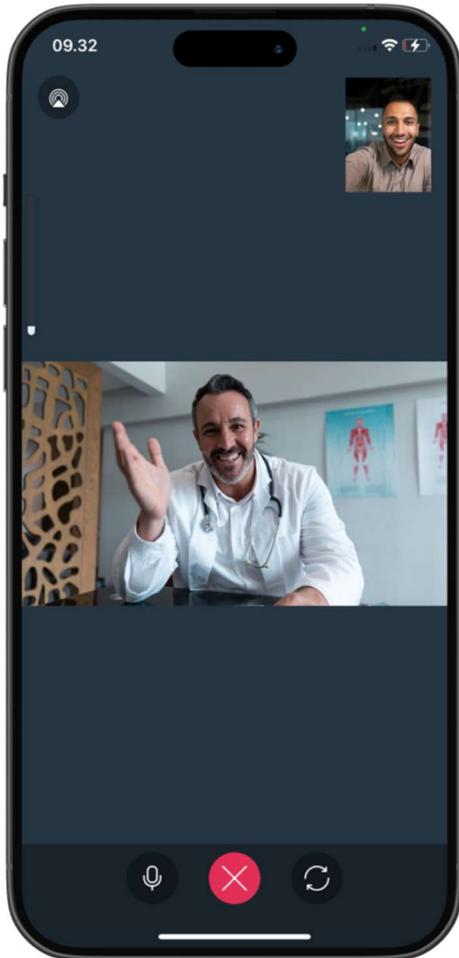
## 6. Additional information

Enter your phone number so we can call you if the connection is lost. You can also write the reason for the consultation. Click 'Start' to join the queue.



## 7. Waiting in queue

Please be ready – we will call you as soon as we are ready.



## 8. Your video consultation is in progress

Once we are ready, the video consultation will start automatically. It may take a moment before you see us on the screen.

When the consultation is finished, end the call by clicking the red button with the cross.

## Do you need help?

You can contact [sundhed.dk's](https://sundhed.dk) support, if you experience any issues or errors with the app that you can't resolve yourself. Write an e-mail to [info@sundhed.dk](mailto:info@sundhed.dk) or call [44229088](tel:44229088).

### Phone hours:

Monday: 9.00-15.00

Tuesday: 9.00-15.00

Wednesday: 9.00-14.00

Thursday: 9.00-15.00

Friday: 9.00-15.00

Closes on weekends and public holidays.