



# Video appointments from UKIM

Due to COVID-19 guidelines, face-to-face medical appointment availability was reduced and might be limited in your area, but at UKIM we adapted to the 'new normal' and can carry out your medical appointment without you having to leave your home. Video appointments are similar to face-to-face appointments, except that these are carried out remotely, usually using either WhatsApp or Skype\*. Video appointments can be:

## What you need to know about video appointments:

- ▶ We cannot make your appointment without your consent, so please don't delay in letting us know you want to go ahead. You can always change your mind\*\*
- ▶ Video appointments are usually conducted via WhatsApp or Skype and work in the same way\*
- ▶ These methods are already commonly used for certain medical consultations
- ▶ Limited personal information may be stored on your Medical Expert's device to facilitate the call
- ▶ We take information security extremely seriously and adhere to ISO 27001 standards - UKIM and our panel of Medical Experts will treat your data with the utmost confidentiality
- ▶ Video appointments will not be recorded unless both you and our Medical Expert expressly agree to this



**Safer** as you don't have to come into contact with others



**More convenient** as you don't have to travel



**Better for the environment** as no fuel is needed



**Enable us to book your appointment now by calling 0333 414 1988**

**ukim**

For any other enquiries please contact us on the number above. Our team are on-hand and ready to help. Our business hours are Monday - Friday 8am - 5.30pm

\*Other platforms may be used. \*\*Face to face appointments are still available upon request.