

Health appointments by phone, video or in person

For Young People

If you need a health appointment, health workers (e.g. doctors, nurses, physiotherapists, pharmacists, mental health workers, receptionists and youth workers) are here to help you with your physical or mental health, or to signpost you to other places for support.

Deciding whether to have an in person, phone or video appointment, is based on your choice, your medical needs and whether it is an emergency or not.

“I think I need a health appointment”

To help you get the best out of your health appointment, we've put together this handy guide that explains the process and what to expect. Read on to find out more.



Getting an appointment

You might book appointments directly with a receptionist, or drop in to see them, or get sent an appointment letter.

Your appointments should meet your needs and help you to feel safe, supported and able to talk about your health privately and confidentially, in person, on the phone or by video.



Receptionists or secretaries might ask you questions to help get the right worker for you. This is confidential and is the same for all patients of all ages. If you prefer you can discuss this directly with your health worker.



What to expect at your appointment

It is important that you get to share your views and wishes in order to get the right health support. You may have to wait to see or speak with a health worker if it is not an emergency, this is normal.

Health workers are happy to see you with someone or on your own in person, on the phone or by video. If you have an appointment on the phone or on video, tell the health worker (if you can) who is in the room with you and ask them to say hello to each other.



There may be other workers that join the appointment from different services or teams. They will tell you who they are, why they are there and check that you are happy to speak with all of them.

Remember: We are here to listen if you need to talk to someone about your health

Your appointment

When you are on the phone or video appointment, try to be somewhere private and safe. If not, ask to be seen in person or speak with a trusted adult at school, college, university, work or in the community.

What you say in your health appointment is confidential unless your or someone else's safety is at risk. You can trust health workers to keep it private unless they are really worried about you or someone else. If they are worried, they may need to talk to other professionals who can help but will always try to discuss this with you first.

You should never be asked to send photos or videos that you feel uncomfortable with to a health worker. Speak to your health worker first before you email or send any photos or videos to them.

Recording appointments should only happen if everyone has agreed and knows how the information will be used and kept safe.



Health workers will make notes of what you discuss and decide together. These notes will be stored in your medical records. To understand more about your records, ask them to explain what is included, who can see them and how you can access your records.



Getting support now

If you need support with your physical or mental health between appointments or in an emergency, please go to:

Health advice

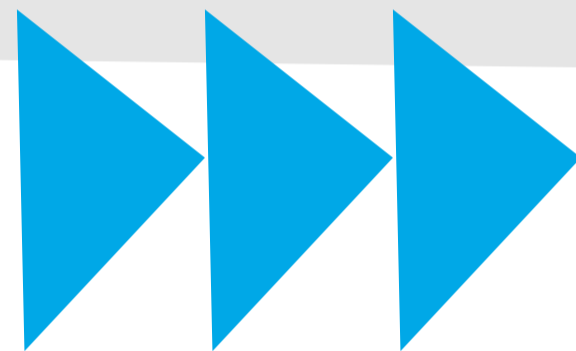
If you require urgent health advice or are concerned about anything health related, call NHS 111 by phoning 111, or go to:

Keeping Safe

To get help if you are worried about keeping safe online, in your home or community, visit:

Emotional Health

To get advice on feelings of worry, anxiety, stress or distress, visit:



For more information visit our website:



Supported by the following organisations:



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Remember: It's your health, your views, your appointment