

# MEMORY ASSESSMENT SERVICE:

## information for patients about remote appointments

### ■ KEY TERMS

---

MEMORY ASSESSMENT - a healthcare service, which investigates why someone is having memory or cognitive concerns. Memory assessment involves a number of stages and appointments.

CLINICIAN - a health care professional, which could include a doctor, nurse or other healthcare professional.

REMOTE - communicating with someone via video or telephone instead of coming to a clinic to see a clinician face-to-face.

### ■ INTRODUCTION

---

You have been given this information sheet because you have been offered some, or all, of your memory assessment appointments remotely. Please also see this ([TBC](#)) information film about what to expect if you have remote appointments.

The purpose of the information sheet is to make clear what a remote memory assessment appointment will involve for you. It has been created by clinicians, researchers, and people with dementia and their carers.

### ■ WHAT DO WE MEAN BY 'REMOTE'?

---

If you have a 'remote' appointment, you will not need to come to the hospital or clinic. Appointments usually take place over a video call where the clinician and patient can see one another on the screen. This means you can be at home for your appointment.

The outcome and support you will receive will be the same whether your appointment is remote or face-to-face. Some patients may have a mixture of both face-to-face and remote appointments, dependent on choice and clinical need.

There are a number of stages and appointments involved in a remote memory service – they will each be discussed in turn.

## ■ BEFORE YOUR APPOINTMENT

---

### **When you have been referred to the memory assessment service a clinician will get in touch with you to find out:**

- Whether you would prefer face-to-face or remote appointments.
- Whether you have access to a computer, laptop or tablet and internet access.
- Whether you have somebody close to you who is able to attend the appointment with you (which we recommend).

### **If a remote memory assessment appointment is suitable for you, the memory service will:**

- Check that you have seen the film about remote appointments. (<http://bit.ly/RMAS-video>)
- Send questionnaires for you, and for someone who knows you well, to complete. These will include questions about your memory concerns, the impact on your daily activities and your general well-being.

## ■ PREPARING FOR YOUR APPOINTMENT

---

### **It is a good idea to prepare for your appointment.**

- Before each appointment you will be sent a new internet link so that you can join the video call.
- You will need to use a device with a large screen (9 inches/23 cm) or larger like a computer, laptop, or tablet for your remote appointments.
- It is a good idea to practice using the technology beforehand if possible.
- If somebody needs to help you with technology, please think about whether you would want them to stay throughout the appointment.

## ■ ON THE DAY OF YOUR APPOINTMENT

---

### **You will need:**

- Pen and paper.
- Glasses or hearing aid (if needed).
- Telephone close to hand (fully charged).
- We also recommend you sit in a quiet room with good lighting.
- Please ensure the camera is pointing at your face and you are sitting comfortably.

## ■ DURING YOUR APPOINTMENT

---

### **At each appointment the clinician will:**

- Ensure that you are comfortable and that the technology is working well (to check you can hear and see each other clearly).
- Ensure that your confidentiality and privacy are respected, including asking about who is in the room with you.
- Provide a back-up plan if there are connection problems during the video call.

## ■ DURING YOUR REMOTE MEMORY ASSESSMENT APPOINTMENT

---

Log on to your appointment through the website link you will have been sent in an email. You will need to follow the instructions in the email to access your appointment.

**Please do not worry if there are any problems or if it doesn't work straight away.**

If you are running late or having technology issues, please keep your phone close by, as the clinician will call your mobile or landline number. **You do not need to ring the service yourself.**

### **During the memory assessment the clinician will:**

- ask about your memory or cognitive problems and do a memory assessment. This may involve recalling information, doing some mathematics or drawing some day to day items; and
- discuss whether you might need a scan, which would be arranged at the clinic if required.

## ■ DURING YOUR DIAGNOSTIC APPOINTMENT

---

The purpose of this appointment is to complete your memory assessment and to discuss your results.

The clinician will:

- discuss the results of your assessment with you and any next steps that might be necessary; for example further tests, support or medication.
- answer any questions you might have.

If you are given a diagnosis of dementia, you will be provided with details of a local dementia support service. This is a service that provides information and guidance to people with dementia and their carers.

After the appointment, the clinician will send you a summary of your discussion, and details of the local dementia support service.

## ■ FOLLOW UP

---

After your diagnosis you can continue to choose to have remote appointments for medication and local dementia support appointments.

Remote dementia support services are the same as those delivered face-to-face so you will receive the same care and support.

If you have any further questions about having a remote memory appointment please contact your local service.

## ■ CONTACT DETAILS

---

To contact your local service: