



A Guide to HELP NYE for staff

HELP NYE is a platform which allows secure video and phone conversations on any computer, tablet or smartphone, without sharing personal phone numbers.

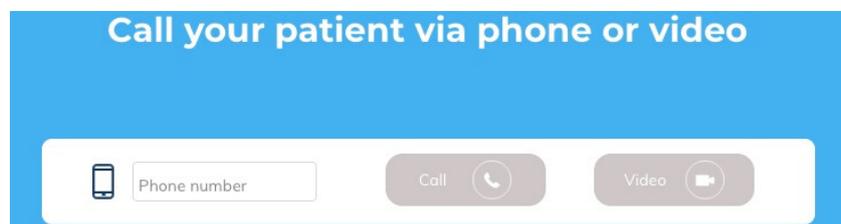
It was designed in NHS England and has been approved for use in NHS Tayside.

Step 1

Visit www.meet.nye.health. Click on 'For Professionals' & register for an account using your NHS.net email address.

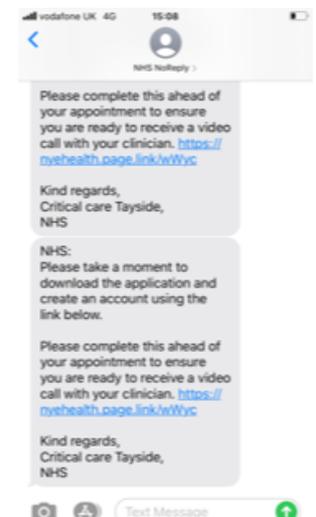
Step 2

You are ready to call your patient or relatives using audio call. Simply enter their phone number. This can be done from any NHS browser, tablet or your own phone without sharing your number.



Step 3

The call recipient will receive your call and a text message inviting them to download the App & create an account (this is optional). They will then be able to receive video calls. The App is free to download



Step 4

The platform can be used for audio calls only if the recipient does not wish to/cannot download the App. If the App is downloaded, Video calls between the patient themselves and their relatives can also be facilitated as well as video calls from Health Professionals to families.

NB HELP NYE has a link to English NHS resources. It is important we direct our patients/relatives to nhsinform.scot.