

Virtual Visits - FAQs

What to expect?

Once you've requested a visit, a member of our Assistive Technology team will be in touch to discuss your requirements. We will then ship a trial device and any accessories to your home address ready for your Virtual Visit. We will help you get set up before your Virtual Visit and will be able to access the equipment remotely to change settings and content as required.

How will your AT specialists contact us during the session?

We will arrange a video call. If needed we can include an iPad with your trial so you can use FaceTime.

How long will the Virtual Visit take?

Please allow two hours.

How will you check the internet connection?

A member of our Assistive Technology team will contact you before your trial device arrives to check that your internet speed is suitable.

Who delivers the equipment?

Your trial device and any accessories will arrive by courier the day before your Virtual Visit. You will receive a time slot on the day of delivery.

What happens after the session?

You will be able to keep using the equipment (for 1 week). Collection will be arranged on a day that suits you, so please ensure someone is in to pass it on to the courier. This will free up the equipment for others who may wish to have a Virtual Visit.

Do I need to pay?

We are offering this service free of charge.

What if I want to purchase the equipment?

If we sent brand new equipment to you, you will have the option to purchase it without needing to return it. If the equipment isn't new, but you'd still like to buy it, we will send new equipment. We can then offer another remote session to help you get set up.

Do I need to insure equipment?

We will cover the costs of insuring equipment while it is on loan with you.

Can you help with funding?

Please speak to your Assistive Technology specialist who will be able to support you with accessing funding if you'd like to purchase equipment.

What if I want to keep my trial for longer than 1 week before making a decision?

Please speak to your Assistive Technology specialist for more information about our rental service (minimum hire period is 3 months).

Can I still get a loan device?

We are still offering our two week loan service, this will now also include a Virtual Visit.

Will the equipment you send be infection-free?

All devices will go through a 72-hour quarantine period and will be sanitised before we ship them.

Will Virtual Visits continue past the Coronavirus outbreak?

Yes, we will continue to offer this service.