

# Renal Virtual Telephone Clinic

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**This leaflet explains how the Renal Virtual Telephone Clinic works.**

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## What is the Virtual Telephone Clinic?

Renal Virtual Telephone Clinics offer you a safe and effective way to monitor your condition without coming to hospital. Instead, you talk to a renal consultant or nurse by phone.

## How do I use it?

You need to have regular blood and/or urine tests at your local GP surgery or hospital. We will give you the forms for the tests. Ideally, you will also have access to PatientView, the online renal monitoring system, on your computer or phone so you can see your results, and also upload your blood pressure (see additional leaflet for more details). The consultant or nurse will also phone you at an agreed time.\*

*\*If you have number identification or call barring on your phone, please be aware that calls from the hospital show up as an unidentified or private number.*

## What happens to the test results?

A consultant or nurse will review your results and discuss them with you during the phone call. After the call, the consultant or nurse will write to you and your GP to give the outcome and the date of your next virtual telephone clinic.

## What to do between clinics

If there is a change in your condition, please see your GP in the first instance. We also have an advice line. The number is: **Advice Line: 0118 322 6993** Available Mon-Fri 8am-4pm.

## Useful contacts

Kidney Care UK [www.kidneycareuk.org](http://www.kidneycareuk.org)

PatientView [www.patientview.org](http://www.patientview.org)

## Contacting us

Kidney Care Nurses 0118 322 7899      Victoria Ward 0118 322 7476

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

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