

# Can I take a regular incoming call while the video call is happening?

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Whilst on a video call you can still receive incoming phone calls. However, during your consultation we request you ignore or reject the non-urgent incoming call to your mobile.

If the call appears urgent, please inform the clinician before answering the call.

When you answer the regular incoming call, the video appointment gets paused for a while. If the phone call ends within a minute, or if you disconnect the phone call, the video call would resume as it is on the same browser.

In any case, if the call does not automatically reconnect, you could perform one of the following:

- Refresh the video call browser tab.

OR

- Close the browser and try to join the call again by clicking on the link.
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