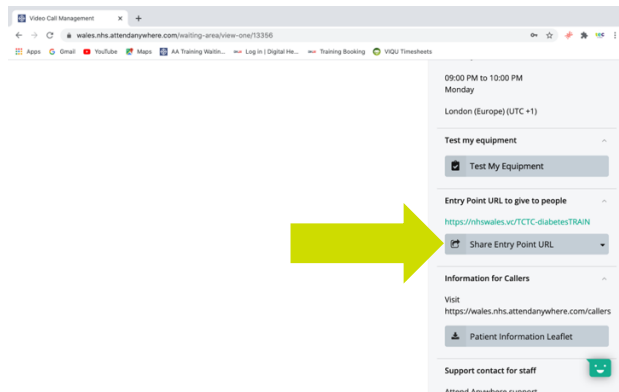


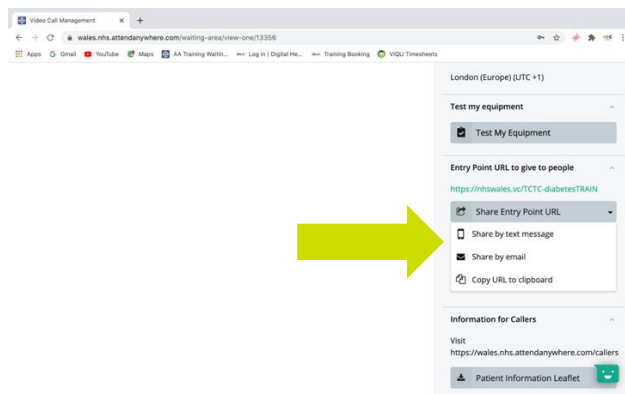
Sending the waiting area link by anonymised text or email from Attend Anywhere

You can now send a text or email with the URL address of your waiting area direct to a patient or client from Attend Anywhere without revealing your own mobile number or email.

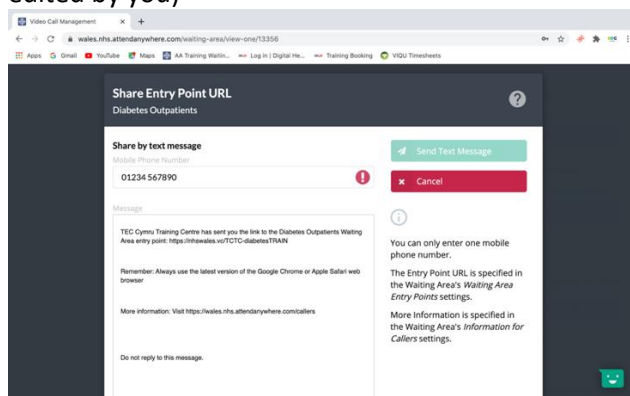
Simply click the Share Entry Point URL button within the waiting area.



Then select either share by text message or share by email



Then add the mobile number or email address and send (please note these messages cannot be edited by you)



Remember though these are sent from anonymised no-reply accounts. Patients or clients may be wary of opening these links. It's usually better to use this option when they are expecting to receive it, for example when converting a telephone consultation to video. Otherwise, you can still copy the URL and send it from a recognised source.

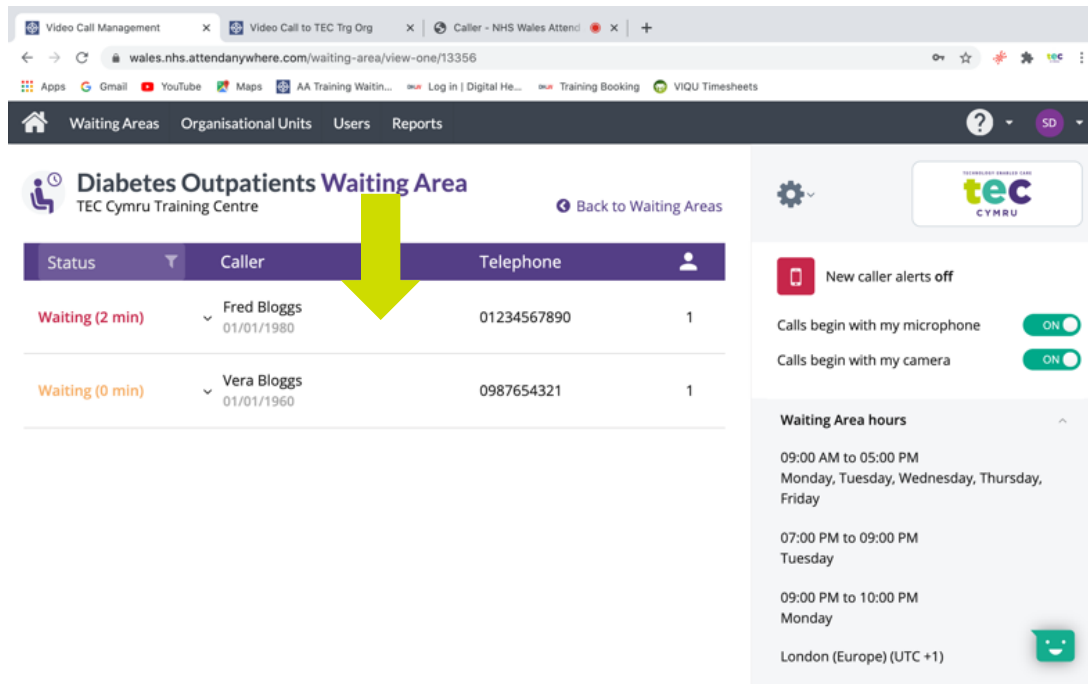


[Adding another person](#)

There are two ways to add another person or persons to the call.

1) [Via the invite button](#)

This is a good option when you are requested to do this last minute.
Start the call with your patient or client as usual

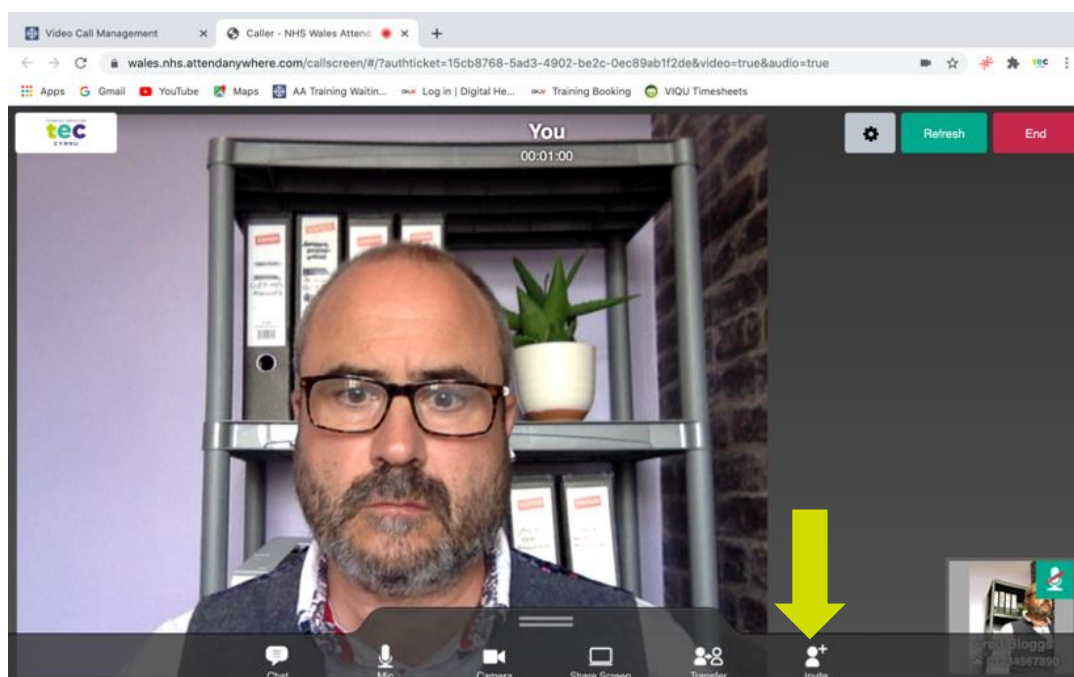


The screenshot shows the 'Diabetes Outpatients Waiting Area' interface. The table below lists callers and their status:

Status	Caller	Telephone	
Waiting (2 min)	Fred Bloggs 01/01/1980	01234567890	1
Waiting (0 min)	Vera Bloggs 01/01/1960	0987654321	1

On the right side of the interface, there are settings for 'New caller alerts off', 'Calls begin with my microphone' (ON), and 'Calls begin with my camera' (ON). Below that, 'Waiting Area hours' are listed for Monday, Tuesday, Wednesday, Thursday, and Friday.

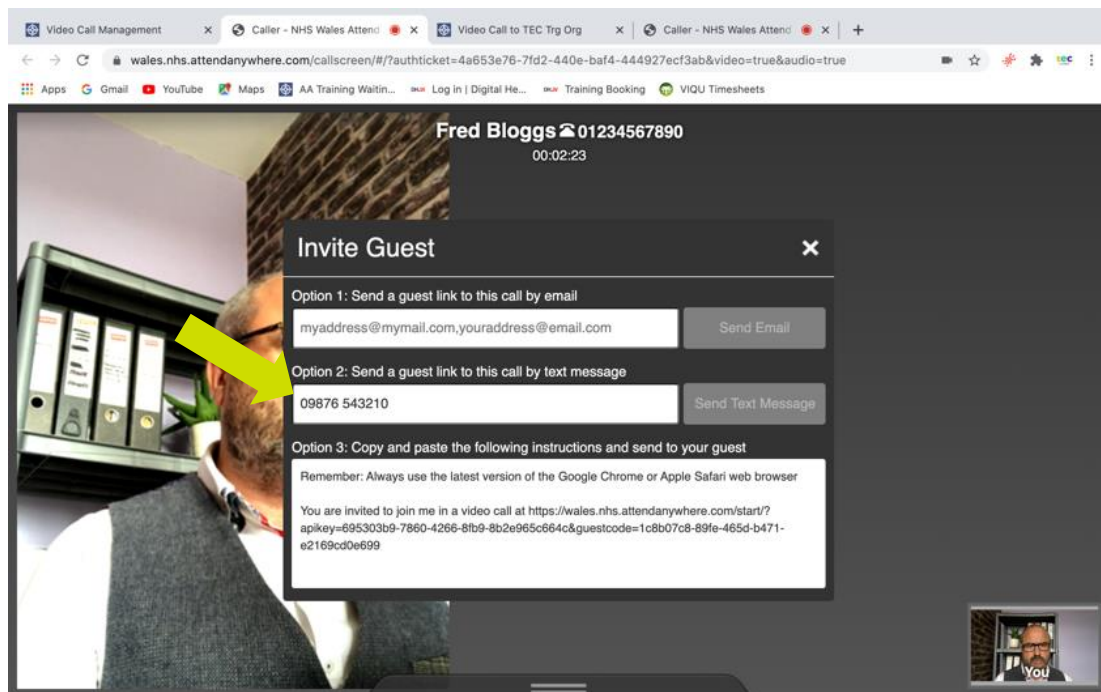
Once the call has commenced click the invite button seen here below



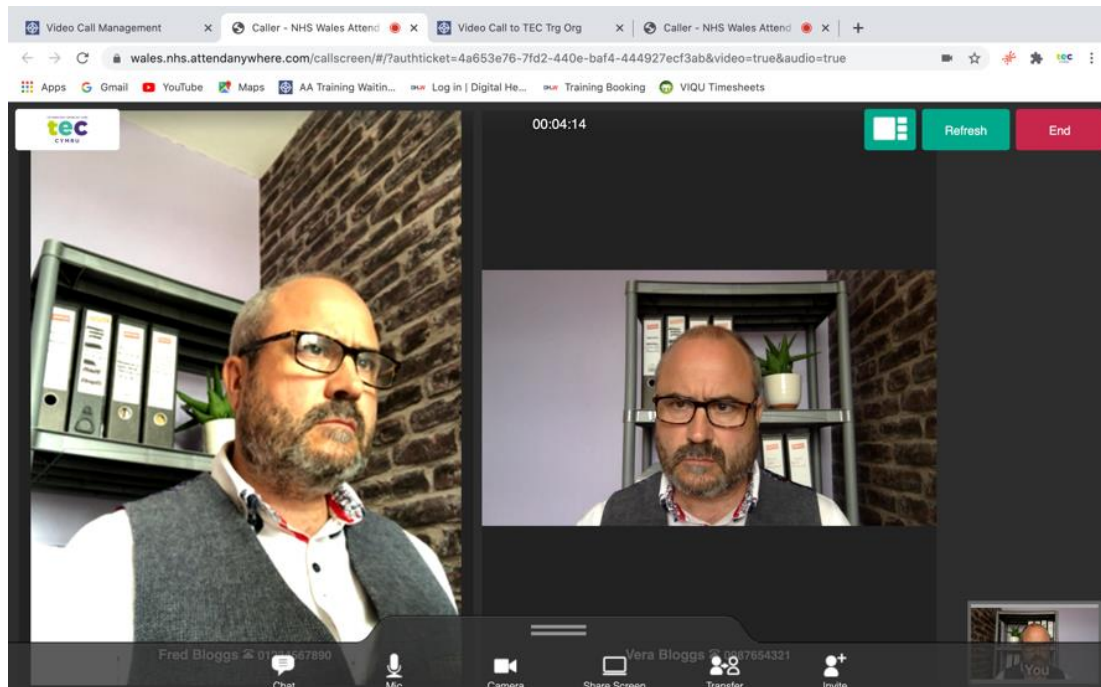
The screenshot shows the video call interface. The main video feed displays a man with glasses and a beard. The bottom control bar includes icons for Chat, Mic, Camera, Share Screen, Transfer, and Invite. A yellow arrow points to the 'Invite' button.



Add either a mobile number or email address and click send.

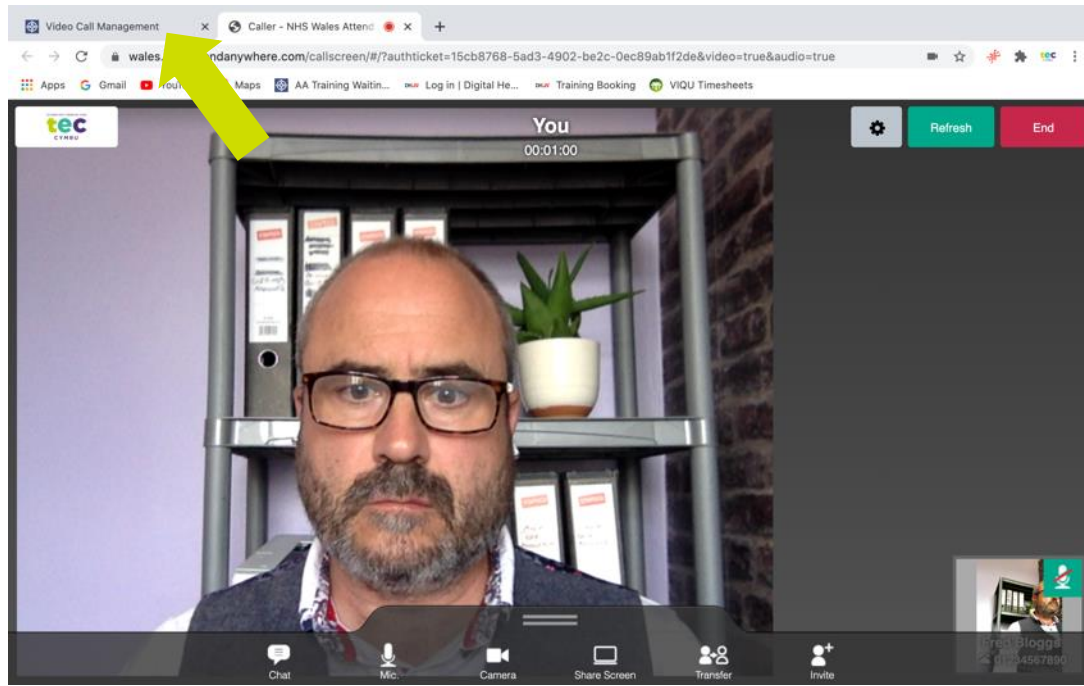


The other person will receive a unique code to join straight into the patient consultation. They will not be able to join any other consultations.

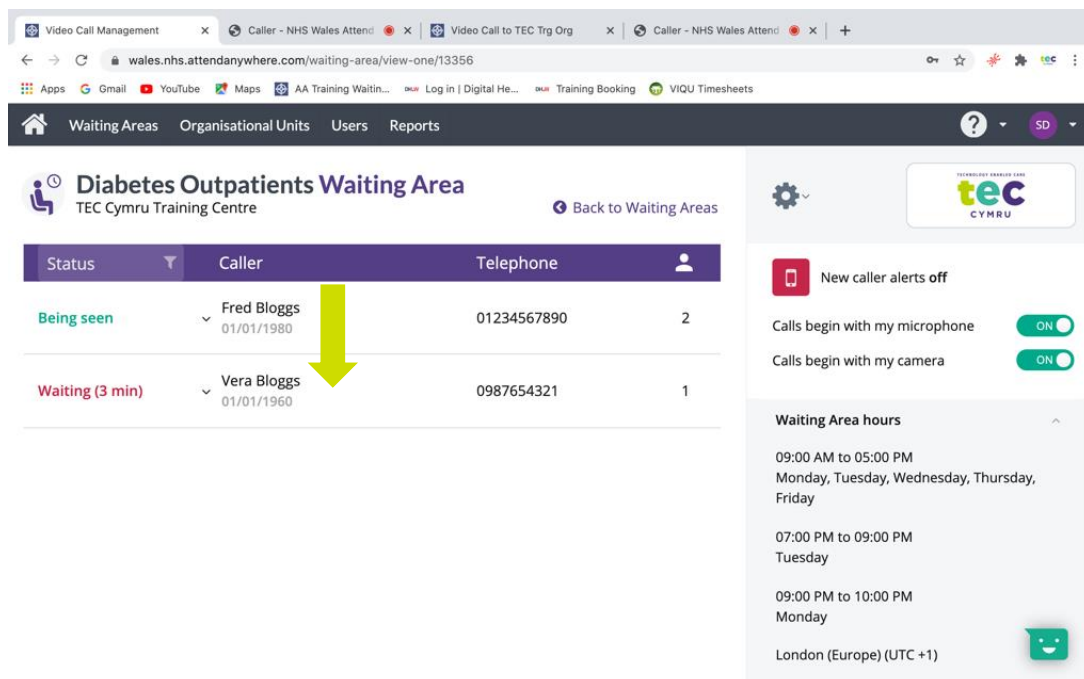


2) Via asking them to log into the waiting area as well

If you know in advance someone will be joining the call i.e. a friend or relative or another professional like a translator. Simply ask them to log into the waiting area at the same time as your patient or client. Then when you have answered the call to the patient in the usual way, without ending the call, click on the chrome tab labelled "Video Call Management", see below.



This will take you back to the waiting area leaving the call open in another tab. When you answer the call to the second person....contd



Status	Caller	Telephone
Being seen	Fred Bloggs 01/01/1980	01234567890
Waiting (3 min)	Vera Bloggs 01/01/1960	0987654321

Diabetes Outpatients Waiting Area
TEC Cymru Training Centre

Back to Waiting Areas

tec CYMRU

New caller alerts off

Calls begin with my microphone

Calls begin with my camera

Waiting Area hours

09:00 AM to 05:00 PM
Monday, Tuesday, Wednesday, Thursday, Friday

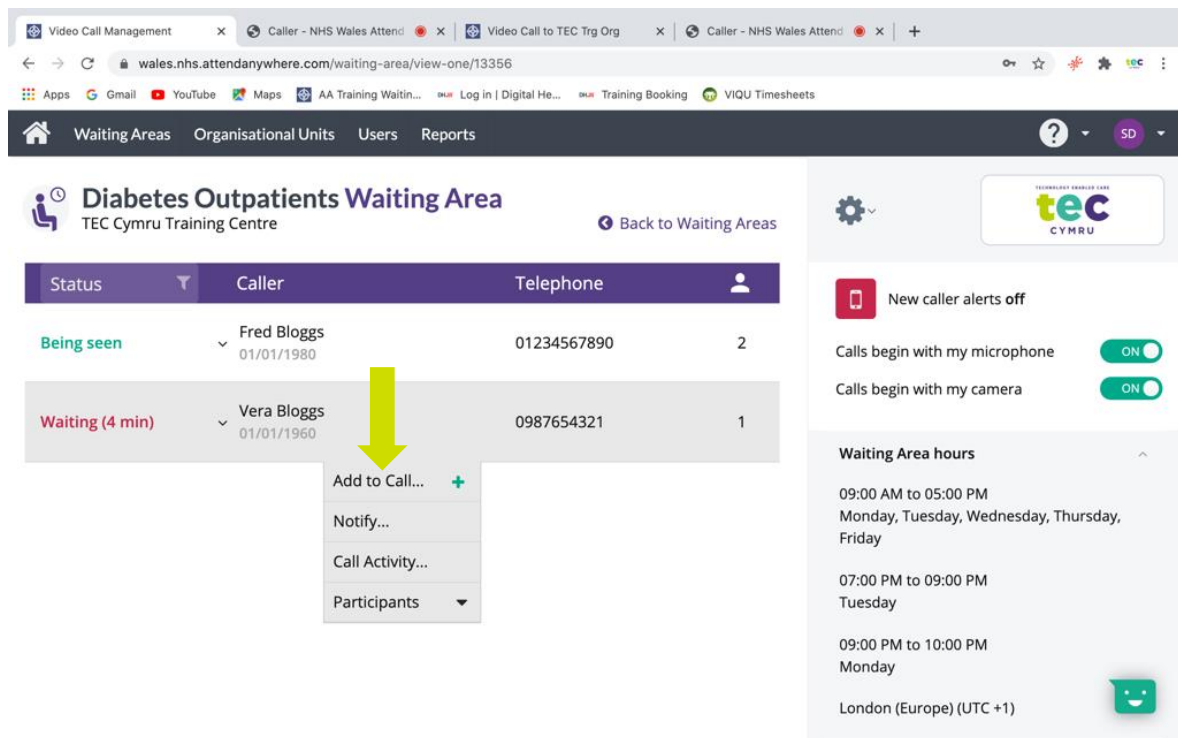
07:00 PM to 09:00 PM
Tuesday

09:00 PM to 10:00 PM
Monday

London (Europe) (UTC +1)



Contd....it will say “add to call” click on this.



Diabetes Outpatients Waiting Area
TEC Cymru Training Centre

Status	Caller	Telephone	
Being seen	Fred Bloggs 01/01/1980	01234567890	2
Waiting (4 min)	Vera Bloggs 01/01/1960	0987654321	1

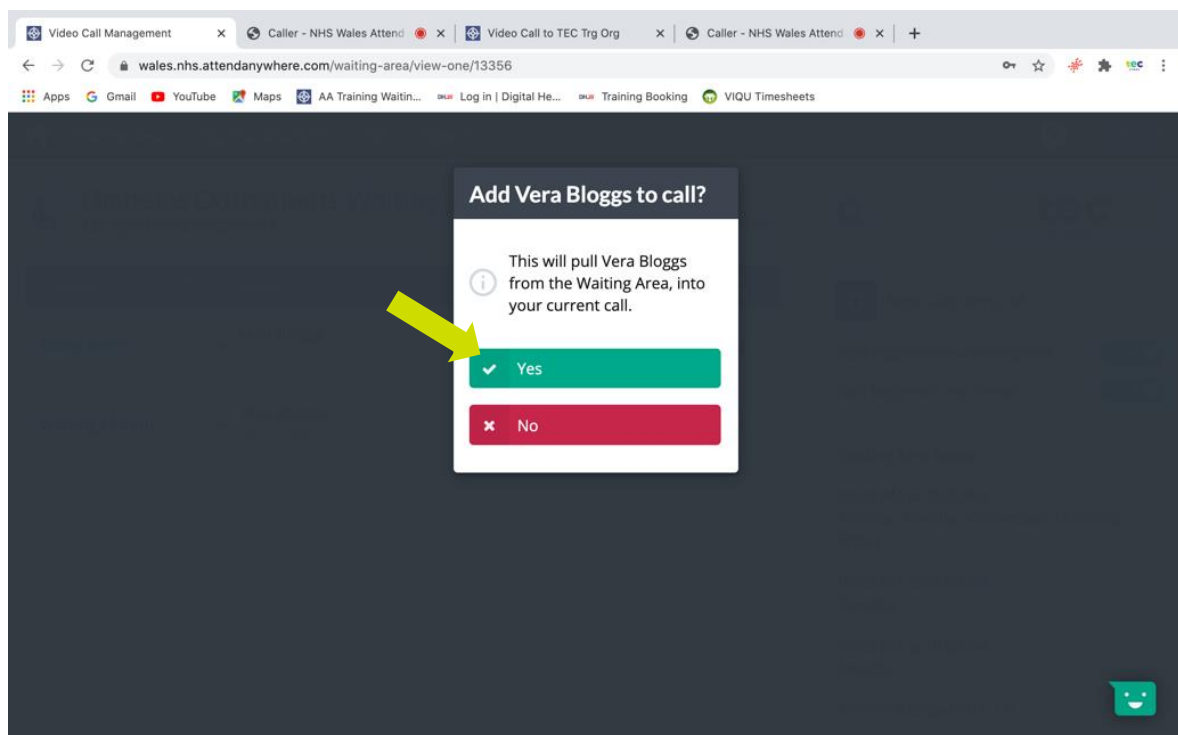
Actions for Vera Bloggs:

- Add to Call... +
- Notify...
- Call Activity...
- Participants

Right sidebar controls:

- New caller alerts off
- Calls begin with my microphone: ON
- Calls begin with my camera: ON
- Waiting Area hours:
 - 09:00 AM to 05:00 PM: Monday, Tuesday, Wednesday, Thursday, Friday
 - 07:00 PM to 09:00 PM: Tuesday
 - 09:00 PM to 10:00 PM: Monday
 - London (Europe) (UTC +1)

Confirm that you wish to add this person to the current open call.



Add Vera Bloggs to call?

This will pull Vera Bloggs from the Waiting Area, into your current call.

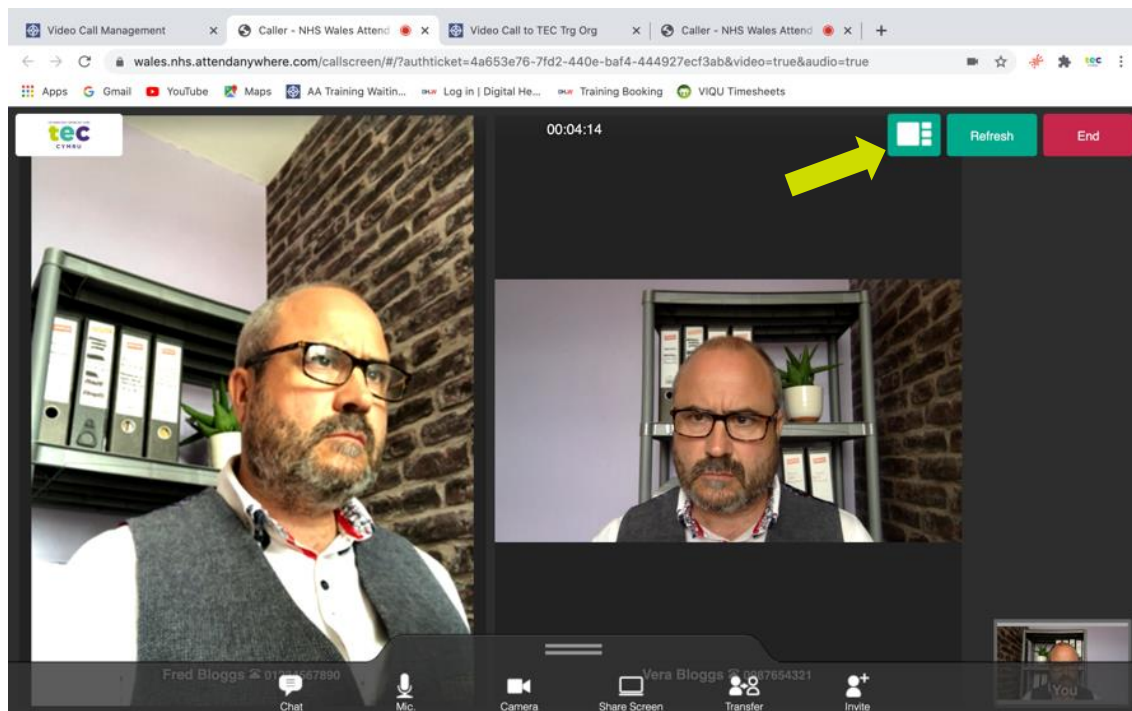
Yes

No

They will enter the open call.

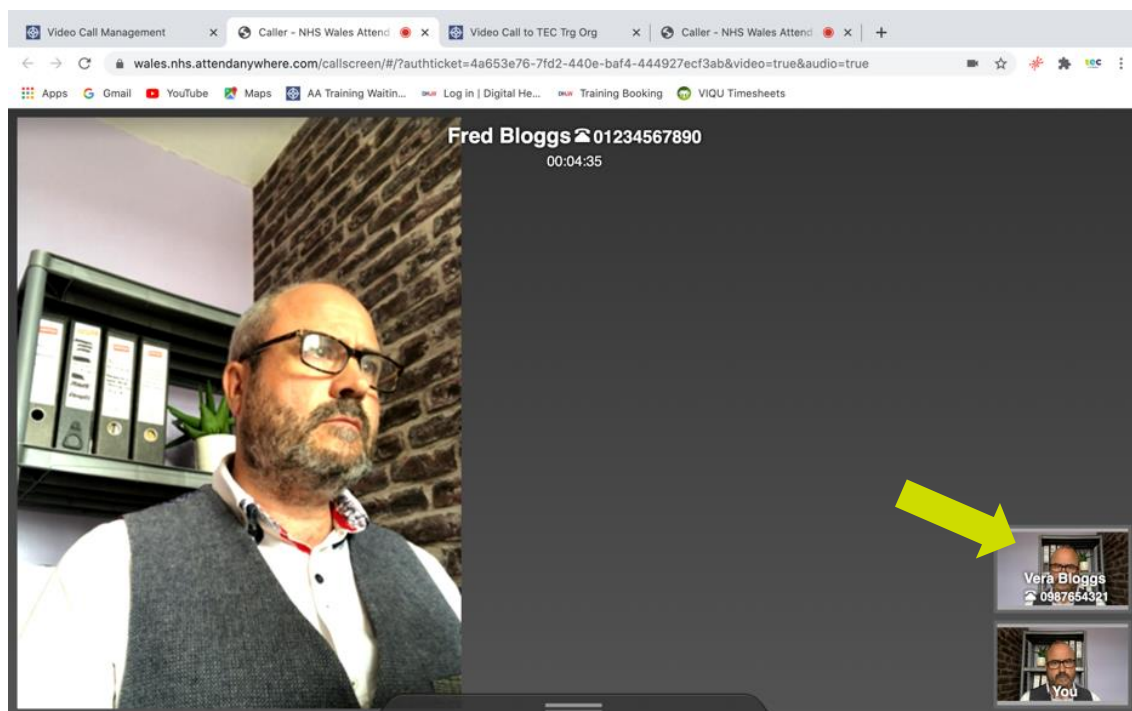


When more than one person is in a call a new button will appear, see below.



This will switch between equal view (see above) or one person view (see below)

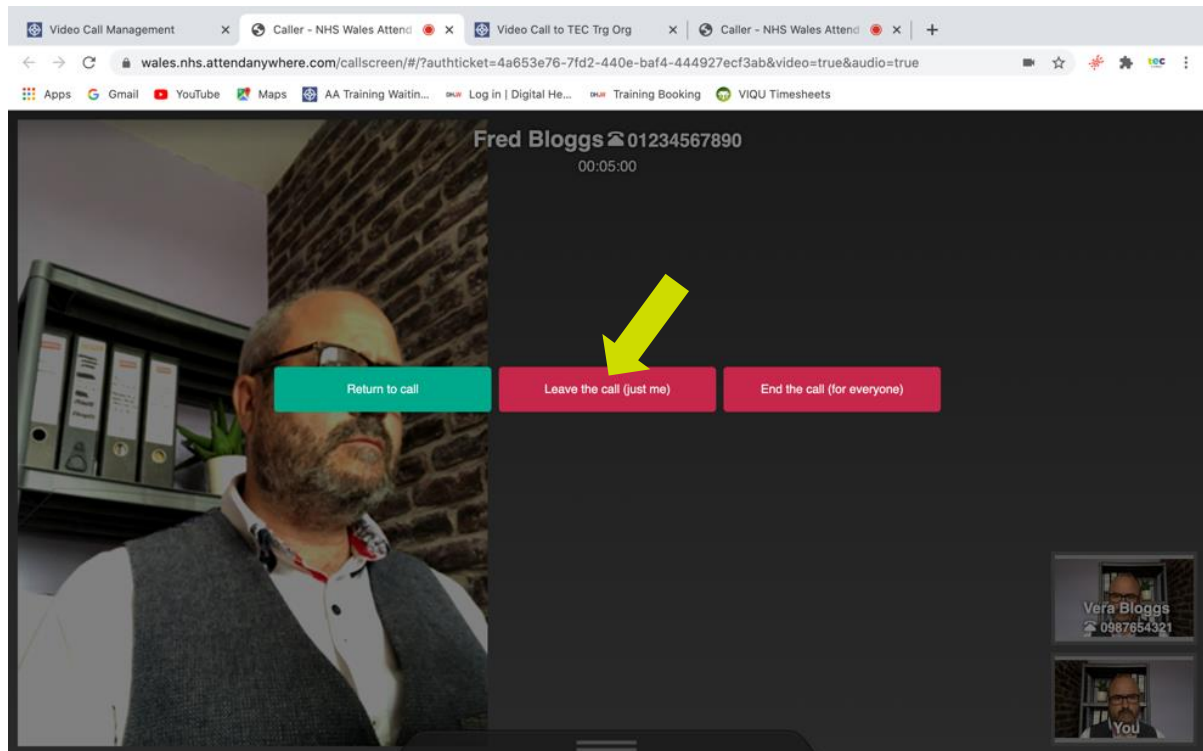
In the one person view the person in main view can be changed by clicking on the small tab of the person you wish to see.



Whenever a single person is in the call or multiple people are in the call if you click end and then leave the call (just me) you will leave the call and they will be left in a call either together having their own discussion or on their own.

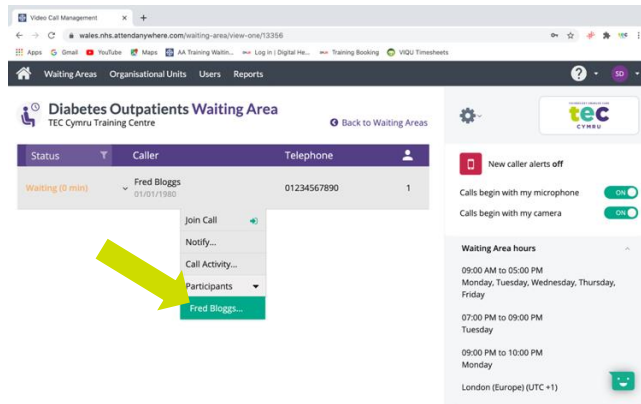


They will be found listed in the waiting area where they can be joined again either by you or any other clinician with service provider status.

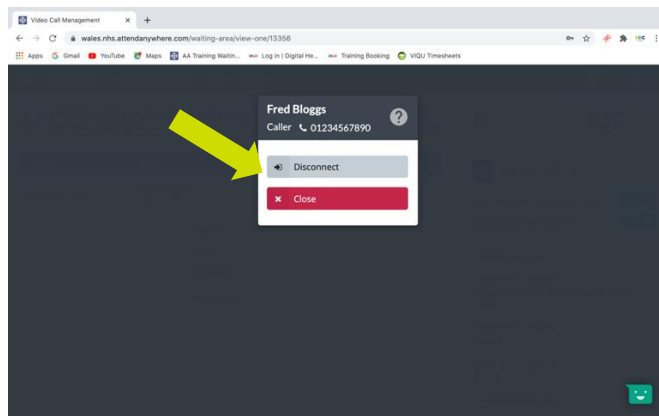


Disconnecting an Unwanted Caller

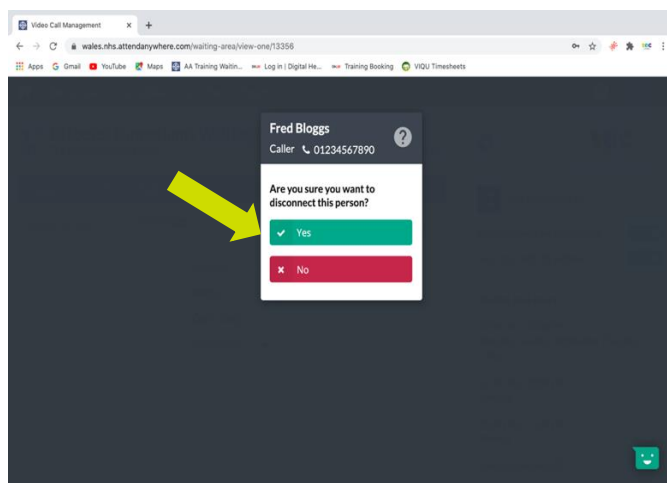
To disconnect a caller who shouldn't be in a waiting area simply click on the patient and then click on participants and then click on the name (see below)



Then click disconnect (it may be worth messaging them first in "notify")



Finally click yes to confirm "see below" and then their call will end.



Confirming Left and Right

Important safety advice

If your consultation with the patient or client relies on the correct identification on the body of left or right, please be aware that some clients' devices may (rarely) reverse the picture! This is not done by the Attend Anywhere platform but rarely by the patient's device. Patients cannot totally be relied on to know left and right so the safest way to confirm this is to ask them to hold up some writing which you can read. If you can read it you are looking at them orientated as if in real life. (See below)

