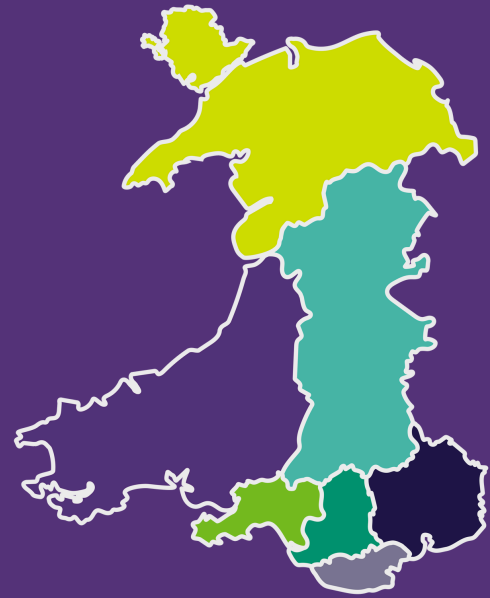


TECHNOLOGY ENABLED CARE



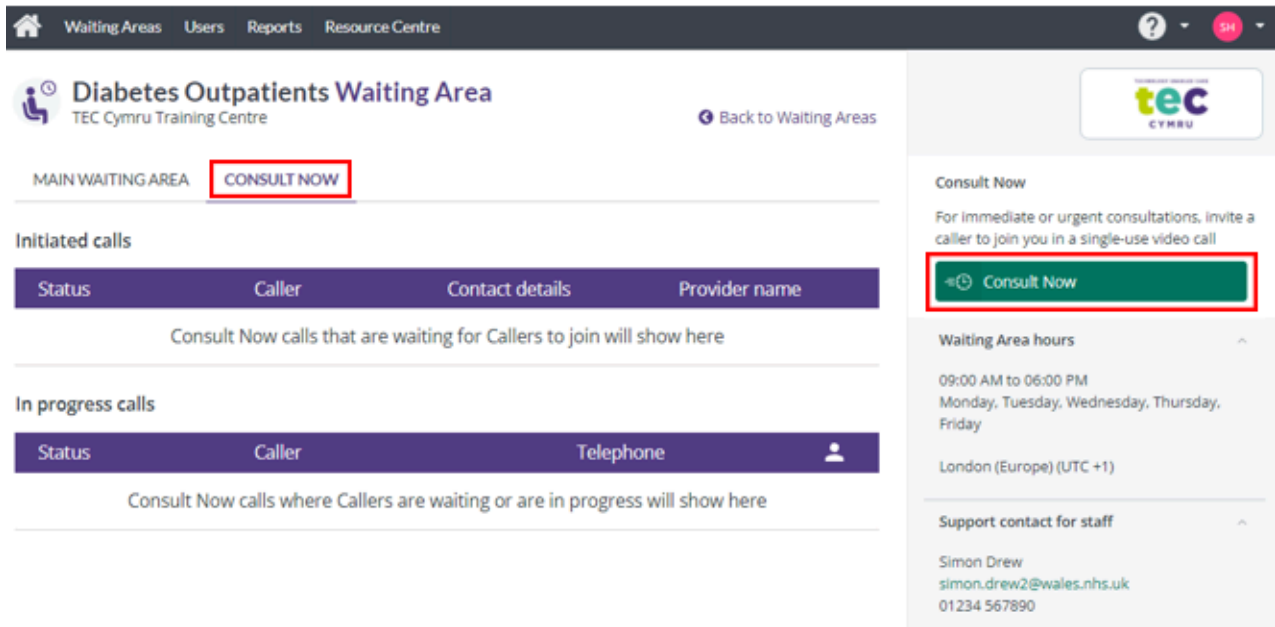
Using the Consult Now feature within Attend Anywhere



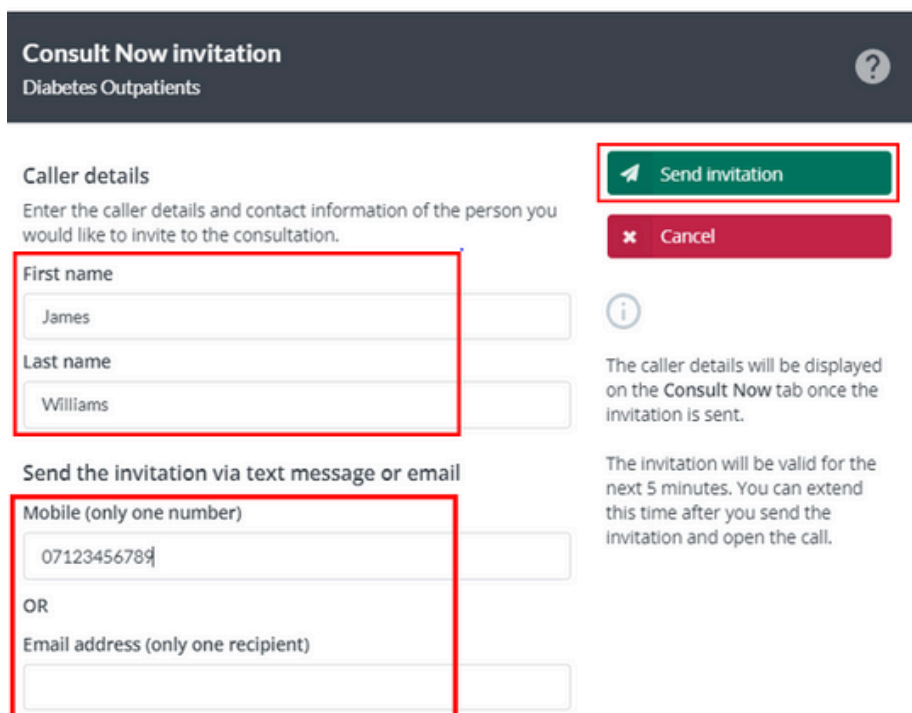
Consult Now

The Consult Now option allows a clinician to speak with a patient immediately via a video call. The **Consult Now** menu is next to the **Main Waiting Area** menu.

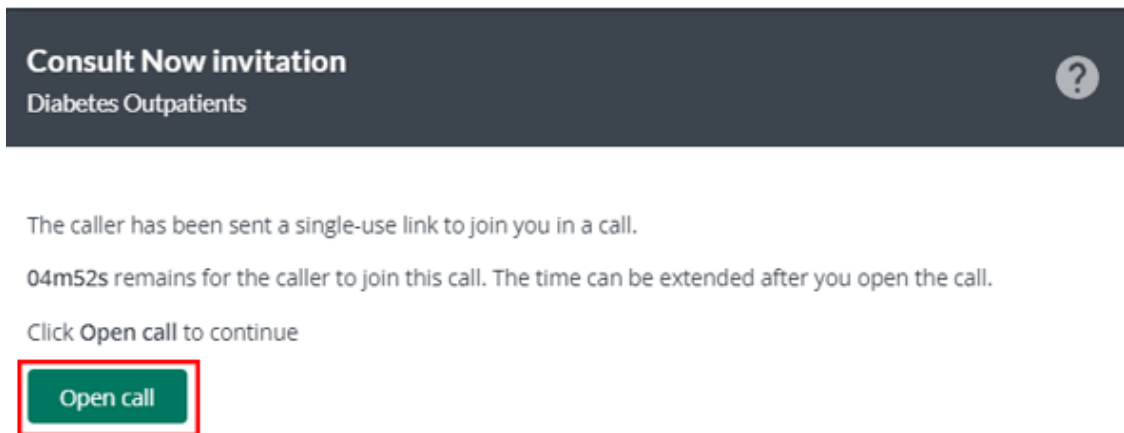
Select the green **Consult Now** button on the right-hand side of the screen this will take you to the Consult Now Invitation Screen.



Enter the patient's First name, Last Name and either their mobile number or email address. Select the green **Send Invitation** button to send a one-time link to the patient to join a video call or select the red **Cancel** button to cancel.

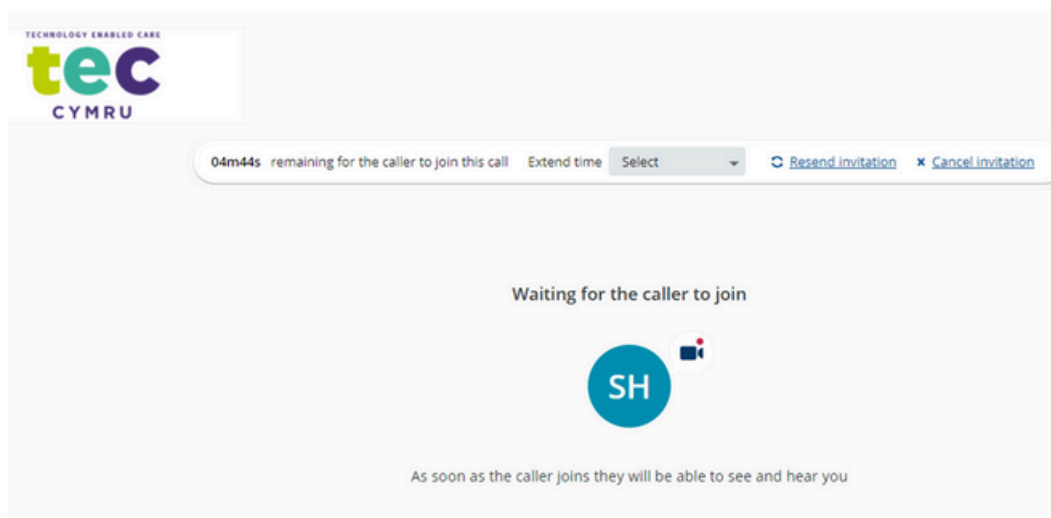


After the patient's details have been entered, and **Send Invitation** selected, a message appears on the screen confirming that a single-use link has been sent to the patient. Also there is a time counter that counts down from 5 minutes. You must select the **Open Call** button to open the call before the counter goes to zero.

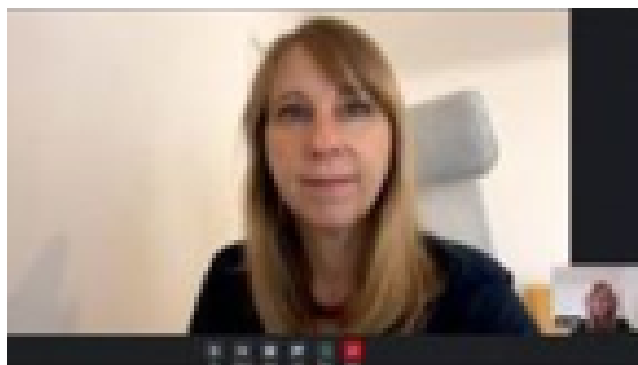


Note - If you have not selected the green **Open call** button within the 5 minute time frame you will need to send a new **Consult Now** invitation.

After selecting the **Open call** button the clinician waits for the patient to enter the call. The time counter continues to count down from 5 minutes.

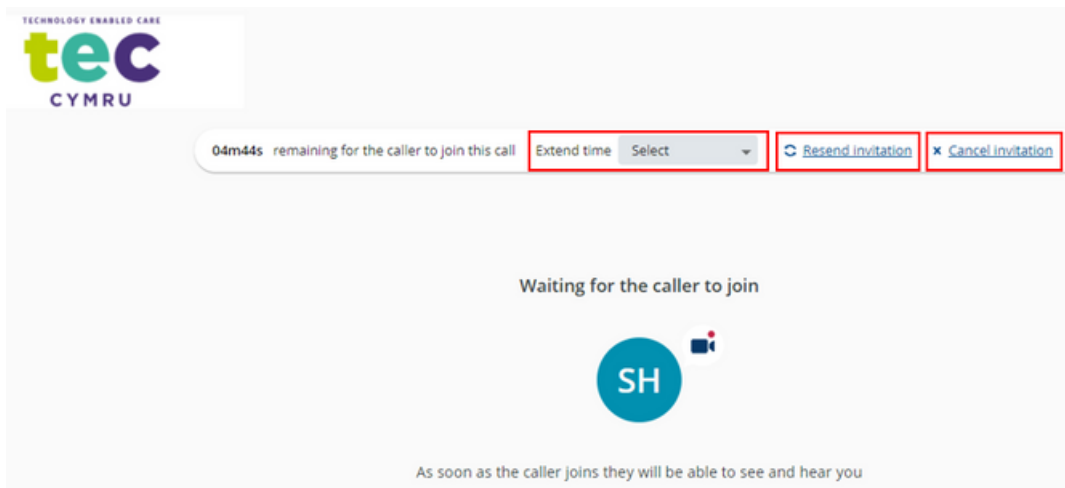


The video call begins when the patient joins the call from their end, you will see them appear on the screen.

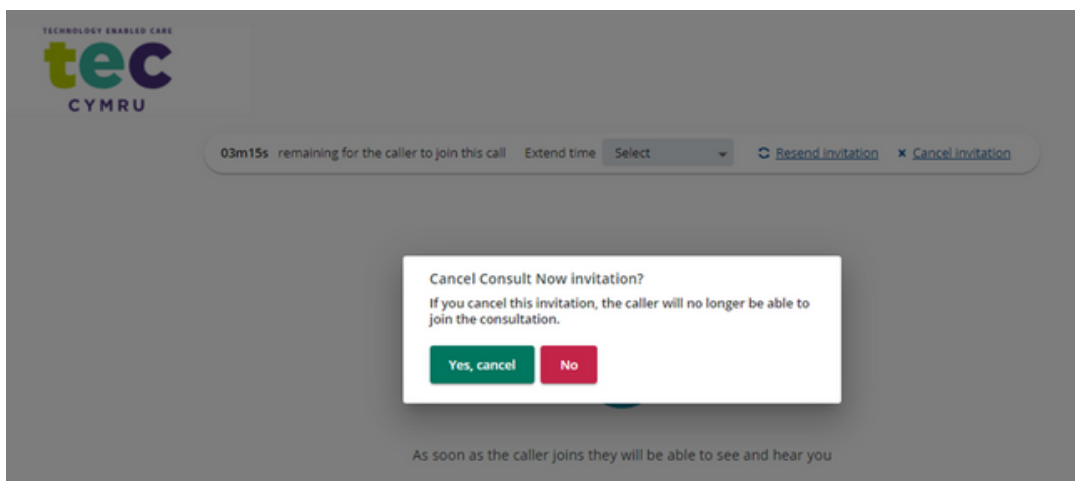


Extend, Resend and Cancel Invitation

The clinician can extend the wait time by another 5 or 10 minutes by clicking on the drop down arrow next to **Extend time**. The clinician can also resend the invitation by selecting the **Resend Invitation** button and can cancel the invitation by selecting **Cancel Invitation**.

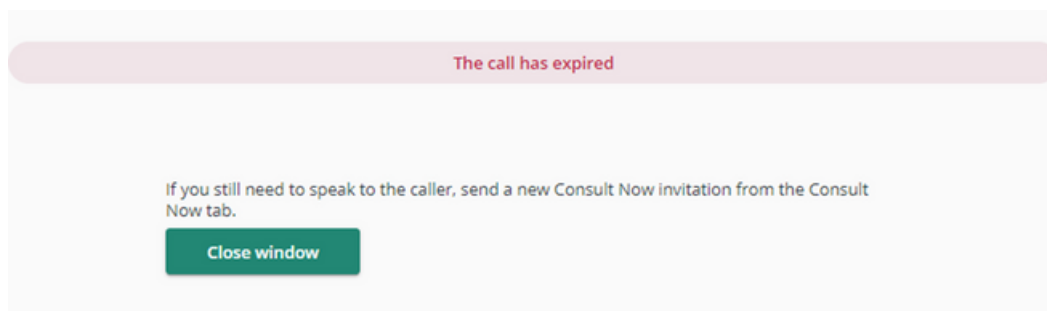


If you select **Cancel invitation** it gives you the option to select **'Yes, cancel'** or **'No'**.

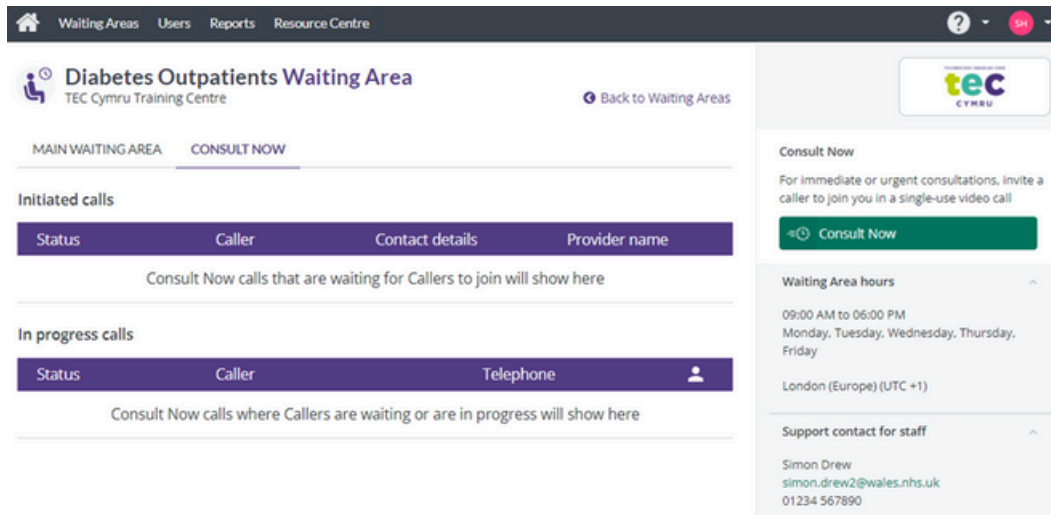


By selecting **'Yes, cancel'**, a message is displayed saying **"The call has expired."**

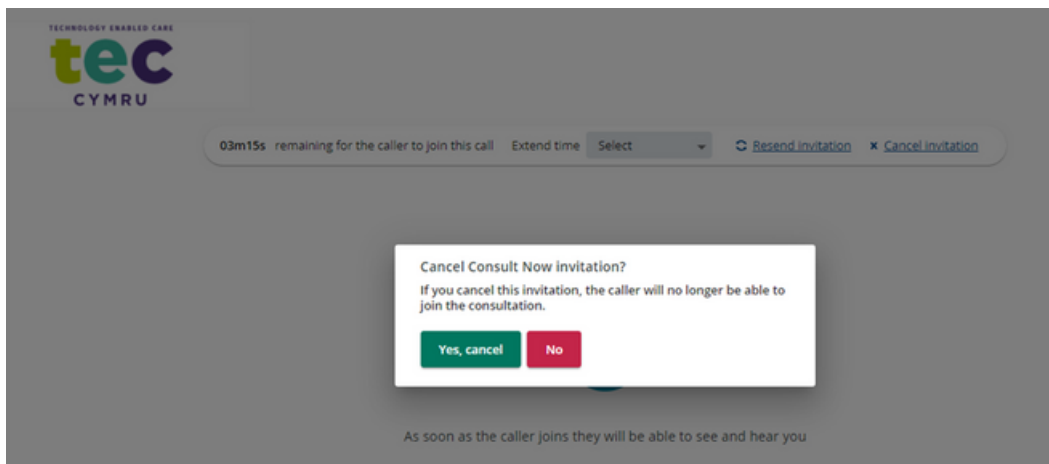
Select **Close Window** to exit.



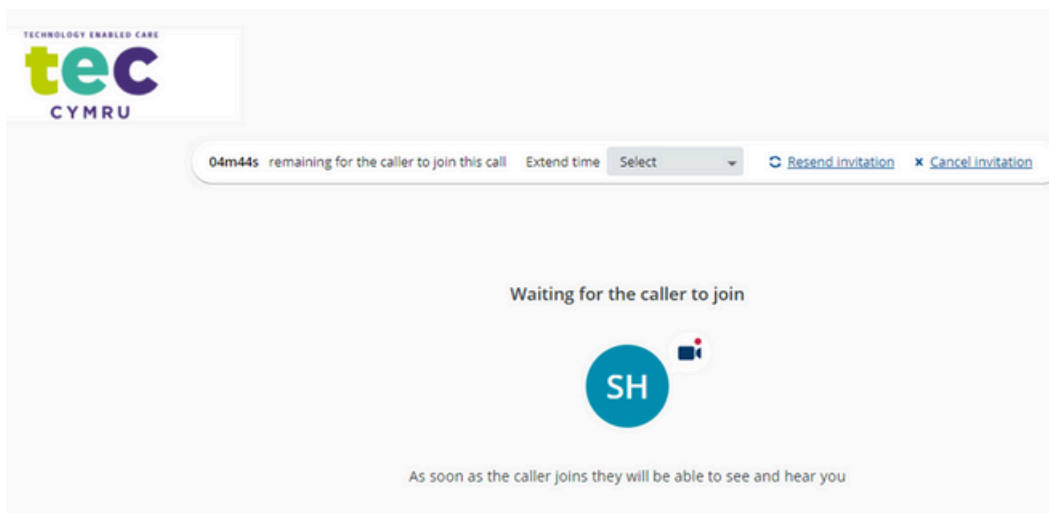
You will then be taken back to the **Consult Now** main screen.



However, if you select 'No'



You will be taken back to the '**Waiting for the caller to join**' screen.



Screen view to other staff during a Consult Now call

If another clinician has logged into the same Waiting Area they will see the patient's details who is about to join a call with their colleague under **Initiated Calls** on the **Consult Now** screen.

The screenshot shows the 'Diabetes Outpatients Waiting Area' interface. The top navigation bar includes 'Waiting Areas', 'Users', 'Reports', and 'Resource Centre'. The main header displays 'Diabetes Outpatients Waiting Area' and 'TEC Cymru Training Centre'. A 'Back to Waiting Areas' link is visible. The interface is divided into two tabs: 'MAIN WAITING AREA' and 'CONSULT NOW'. Under 'Initiated calls', there is a table with columns: Status, Caller, Contact details, and Provider name. One entry is shown with status 'Waiting for caller' (04:44 remaining), caller 'Sharon Hawker', contact details 'sharon.hawker@wales.nh...', and provider name 'John Davies'. Below this, the 'In progress calls' section is empty, with a note: 'Consult Now calls where Callers are waiting or are in progress will show here'. On the right, there is a 'Consult Now' section with a description and a 'Consult Now' button, followed by 'Waiting Area hours' (09:00 AM to 06:00 PM) and 'Support contact for staff' (Simon Drew).

When the patient has joined the call, their details will move to **In progress calls**

The screenshot shows the 'Diabetes Outpatients Waiting Area' interface after a patient has joined the call. The 'CONSULT NOW' tab is active. The 'Initiated calls' section is now empty, with a note: 'Consult Now calls that are waiting for Callers to join will show here'. The 'In progress calls' section now contains one entry with status 'Being seen', caller 'Sharon Hawker', and a count of '2'. The right-hand sidebar remains the same, showing 'Consult Now' information, 'Waiting Area hours' (07:00 AM to 11:00 PM), and 'Support contact for staff' (Simon Drew).

Patient View – Consult Now

After the clinician has selected the **Consult Now** button a one-time link is sent to the patient either by text message or email.

Link to video consultation

Attend a video consultation now with TEC Cymru Training Centre (Diabetes Outpatients) by clicking this link: <https://wales.nhs.attendanywhere.com/ce/?cn=513ce9be-e17c-4155-a199-8b617d4271f2>

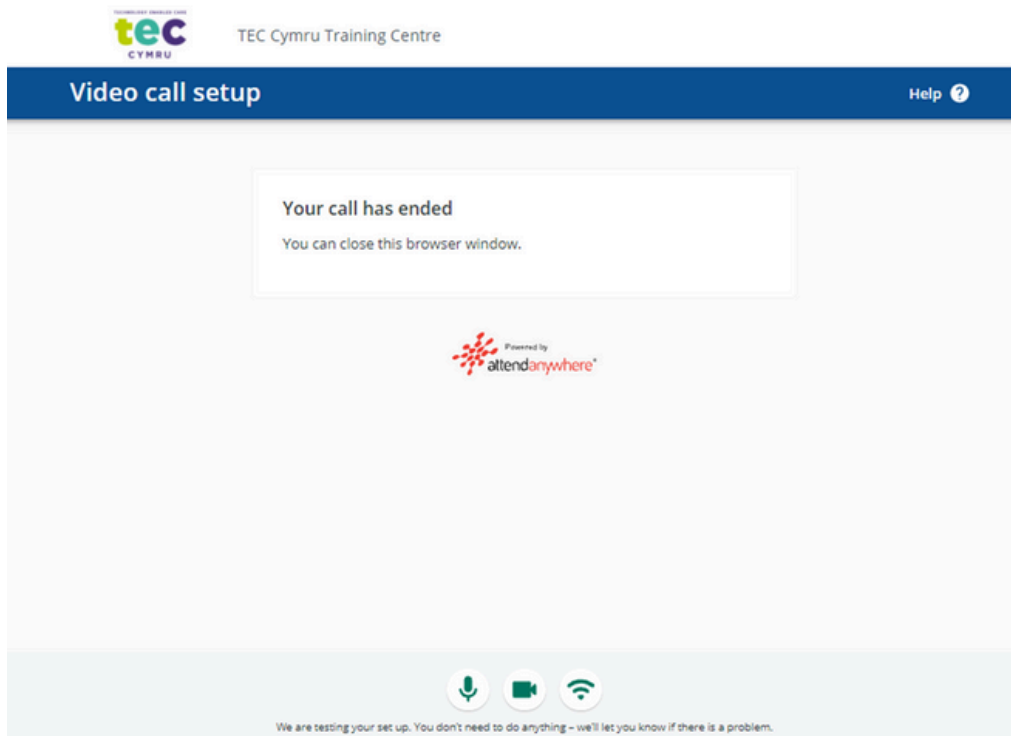
This link will expire shortly.

Do not reply

When the patient clicks on the one-time link, the Video call setup screen appears. The system will automatically check the patient's device checking their Microphone, Camera, Connection and Speaker. The patient needs to tick the box to accept the Terms and policies and then select the green **Join Call** button. The patient will then automatically join the call with the clinician.

The screenshot shows the 'Video call setup' interface. At the top left is the TEC CYMRU logo and the text 'TEC Cymru Training Centre'. The main header is 'Video call setup' with a 'Help ?' link on the right. Below the header, it says '03m07s remains for you to join this call' and 'Diabetes Outpatients'. There is a 'Terms and policies' section with a checked checkbox and the text: 'I understand this service is provided in accordance with the [Privacy Policy](#) of TEC Cymru Training Centre and I consent to the [Terms of Use](#)'. To the right is a 'More Information' section with an information icon, the text 'Visit <https://wales.nhs.attendanywhere.com/callers>' and 'Any problems ring the clinic on 01234 567890'. Below this, it says 'No one can see your video or hear your audio until they join your call' and there is a green 'Join Call' button. At the bottom, there is a 'Powered by attendanywhere' logo and three icons: a microphone, a camera, and a Wi-Fi signal. At the very bottom, it says 'We are testing your set up. You don't need to do anything - we'll let you know if there is a problem.'

When the call has ended the patient sees the message on the screen '**Your call has ended**, you can close this browser window'.



If the patient has not clicked the link in the 5 minute period or the clinician has not extended the time for the patient, when the patient clicks on the link it will no longer work. The clinician will need to send a new link to the patient.

