

Using Video Consultations for Dental Care: A Toolkit for Clinicians

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Terminology Used in Toolkit:

- **Attend Anywhere** will be the name used throughout to refer to the communication platform to deliver the video appointment.
- **Dental** will be the term used to refer to dental care in practice
- **Patients and the dental team** will be the terms used to refer to all types of patients, and all types of staff.

Section 1: Introduction

What is Attend Anywhere?

- Attend Anywhere is a web-based communication platform that allows video appointments to take place between patients, families and clinicians.
- These appointments can take place anywhere convenient to the patient, such as at work, school or home.
- Attend Anywhere is accessible via any type of device that has Internet access e.g., smart phone, tablet, laptop or computer with a webcam running Chrome, Edge or Safari browsers.

What are the Key Features of Using Attend Anywhere in Dental Care?

- No installation or downloads needed – the service is web-based, so easy to use.
- It is free for patients to use (except if using mobile data).
- No recording of the video appointment is possible.
- Safe and secure virtual 'Waiting Rooms' and 'Meeting Rooms'.
- Confidential and anonymised.
- Automatically tests the call for video and audio, to check the device is suitable.
- Automatically asks the patient to accept the camera and microphone for easy access.
- Ability to send the patient appointment directly from the waiting area.
- Comparable treatment, care and support as an in-person appointment in many ways.

Using Attend Anywhere in Dental Care

The overarching goal of the Attend Anywhere Service in dental care is to mimic, as close as possible the way consultations, advice and prevention are delivered in practice, without the need to physically attend an in-person appointment. It will allow the clinician to respond effectively to urgent and emergency dental conditions (e.g. an avulsed tooth) and assess the severity of conditions (e.g. facial swelling) so that they can be treated in the most appropriate setting. It is also useful in situations where an assessment in advance or a remote introduction to the dental setting would ensure that the practice and patient are prepared in advance or post treatment reviews are needed, reducing the need for additional visits or travel.

Video appointments are a type of healthcare delivery method used to connect clinicians with their patients, alongside a range of other methods such as in-person, telephone and other computer-based approaches. Compared to other healthcare delivery methods, video appointments allow patients to attend without needing to be physically present, while still enabling face-to-face (virtual) communication between the patient and clinician. Video appointments are comparable to in-person appointments in that they can deliver safe, secure and patient-centred care, but are generally more superior to a simple phone call appointment or other computer-based methods. Video appointments can offer patients the convenience of a home, school or work appointment, but at the same time offer virtual interaction, build rapport and can see visual cues which are all very important components of healthcare.

Video appointments are beneficial to the patient for a wide range of reasons. For example, they can:

- Improve accessibility,

- Improve patient choice,
- Reduce transport or travel difficulties,
- Produce savings on time, travel and carbon footprint,
- Reduce time off work, school and other responsibilities,
- Reduce additional harm or risk to physical or mental health e.g., by leaving home, or excessive travel.

Video appointments can also support the work of dental care clinicians in many ways. For example, they can:

- Save clinicians time and travel attending clinics at different sites.
- Enable clinicians to work from their own home when needed, improving work-life balance
- Allow clinicians to link up with other professionals and run multidisciplinary meetings and appointments if needed.

Section 2: Using Attend Anywhere

Each dental healthcare service will have its own virtual waiting room. Attend Anywhere may be used in a number of different ways depending on operational and clinical needs. It should be adapted to fit each healthcare service existing systems

Options include:

1. Appointments for New Patients

Patients will have an appointment using their usual process, such as being referred to a service.

2. Appointments for Follow up Patients

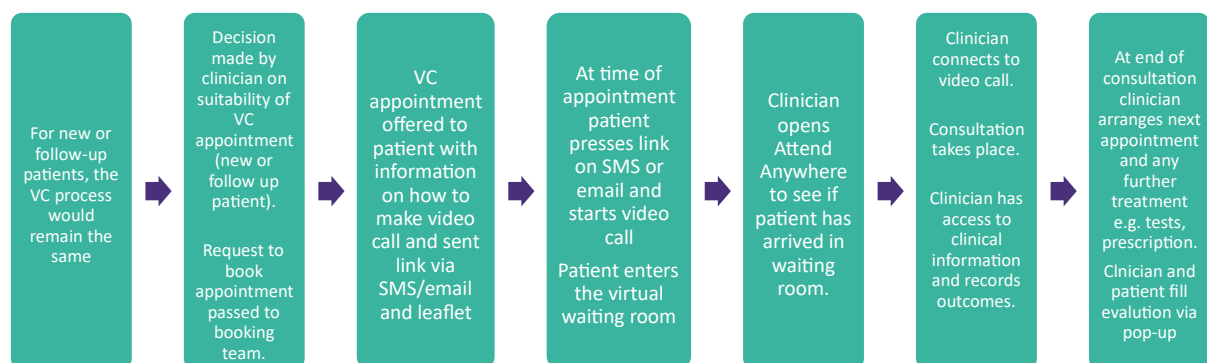
Replacement for planned face to face appointments of patients may include a medication review, review of tests, follow up after procedures etc. Patients will make and arrange appointments using their usual process.

Process for using Attend Anywhere

Video Consultation Process

If a video appointment is considered appropriate the patient will be given a VC appointment link sent by text, email or verbally along with a patient information sheet. Each service will have its own waiting room. The service will retain control over the number of appointment slots offered, and the times of appointments. Patients will enter the individual service virtual waiting room directly via the link sent to them. Patients will be held in the virtual waiting room until a clinician connects the video call. This means that if a patient did call into Attend Anywhere in the hope of being seen without an appointment, the call is not answered unless the clinician chooses to answer.

Process of Video Consultations in Dental Care



Multiple clinicians can consult simultaneously from the same Attend Anywhere waiting room at any one time: patients are listed by patient name and date of birth, so the clinician would select the correct patient from the list.

Examples of Attend Anywhere Consultations

Typically, clinical staff will be using Attend Anywhere in one of two ways:

- (1) To work from their clinical base to consult with patients remotely; or,
- (2) To enable remote working themselves.

If professionals are to consult remotely, arrangements will need to be made for appropriate access to clinical information.

Information Governance and GDC Guidance

Attend Anywhere has been procured nationally by Welsh Government.

NHS Wales has undertaken and signed off the Data Protection Impact Assessment (DPIA) documentation for Attend Anywhere. The Attend Anywhere platform does not record the content of a video consultation. The personal details (name, date of birth and phone number) entered into the login page by patients to gain access to the virtual waiting room are used by clinicians to select the correct patient for consultation, and these details are deleted from the Attend Anywhere platform following the consultation.

Indemnity cover with the activities associated with Attend Anywhere will be provided under the usual vicarious arrangements with the Welsh Risk Pool.

GDC advice on remote consulting

The General Dental Council co-authored [High level principles for good practice in remote consultations and prescribing](#). This document outlines the ten agreed principles for remote consultations (via telephone, video or online) which can be applied to dentistry.

Section 3: Setting up Attend Anywhere

Service Set up

Managing the VC Service

- Within your service you will need to identify a lead clinician who will decide how best to set-up, use and manage the video consultation service and this person will be the 'point of call' for your service and its use of video appointments.

Setting a Clinical Criteria

- Your service will need to define and agree to a set of clinical criteria for video appointments and the suitability of appointment types.
- Following this agreement, a template for triage/suitability would need to be developed and provided to the person(s) in charge of making video appointments e.g., a receptionist.

Making Appointments

- Your service will need to identify how video appointments will be made, and who will make and deliver these appointments?
- You will need to identify how appointment links and an information sheet will be sent to patients? e.g., verbally or via text or email.
- You will need to identify how appointment slots will be offered, documented and given to the delivering clinician.

Managing Appointments

- Your service will need to decide how the video appointments will be managed?
- Your service would need to have a contingency plan for possible scenarios such as, if appointments are running late, how will patients be notified? Or what is the process for patients who turn up in the waiting room without a scheduled appointment? and so on.

Clinical Space/Location

- Your service will need to identify how video appointments will be set-up. For example, you will need to think about factors such as the room lay-out (e.g., well-lit, well positioned), confidentiality issues and its clinical appropriateness.
- Your service will need to consider how clinical information is later documented.

Additional considerations

- If the picture definition is not good enough to allow accurate visualisation and identification of skin lesions your service needs to decide how to obtain this additional information.
- It is important that patients are able to receive patient information leaflets as they would in a standard consultation. Your service needs to decide the best mechanism for communicating this with them. For example, they could be emailed to the patients.

Technical Set up

What is needed to use video appointments in dental care?

For both clinicians and patients, the following FOUR steps needed:

1. A reliable internet connection (broadband, WIFI or mobile data)
2. A device for making a video call (smartphone, tablet, laptop, computer with webcam)
3. A Chrome, Microsoft Edge or Safari browser on the device (depending on device type) which is updated to its most recent settings.
4. A private, and well-lit room or space.

Clinical Set up

Setting up the Appointment: Signing in

The video appointment is a simple set-up, although this differs slightly for the clinician and for the patient.

For the Clinician

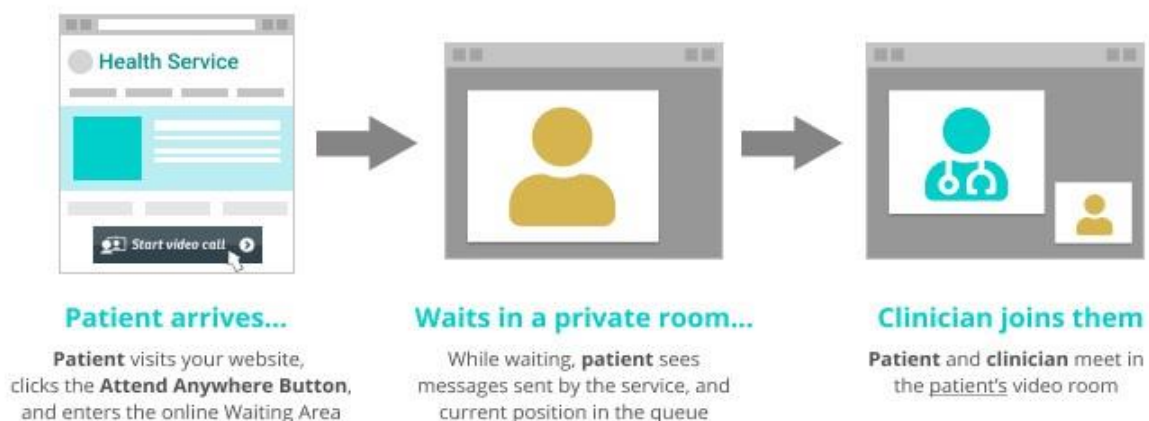
The clinician will be issued their own log-in details when signing up to Attend Anywhere and will be asked to choose a password. These log-in details will be used every time the clinician conducts a video appointment. This will not change unless the clinician wishes to change their password.

For the Patient

The patient will be sent a unique Internet browser link (URL) from their dental care provider when they are offered a video appointment. This can only be used for a scheduled appointment.

The 'Joining the Call' Process

The patient link will allow the patient to enter a virtual waiting room on a scheduled date and time. When the patient enters the virtual waiting room (using the link) the clinician will be alerted to say they have a patient waiting. Once the clinician is ready, they can enter the waiting area and can join the call, and the appointment between the patient and clinician can begin.



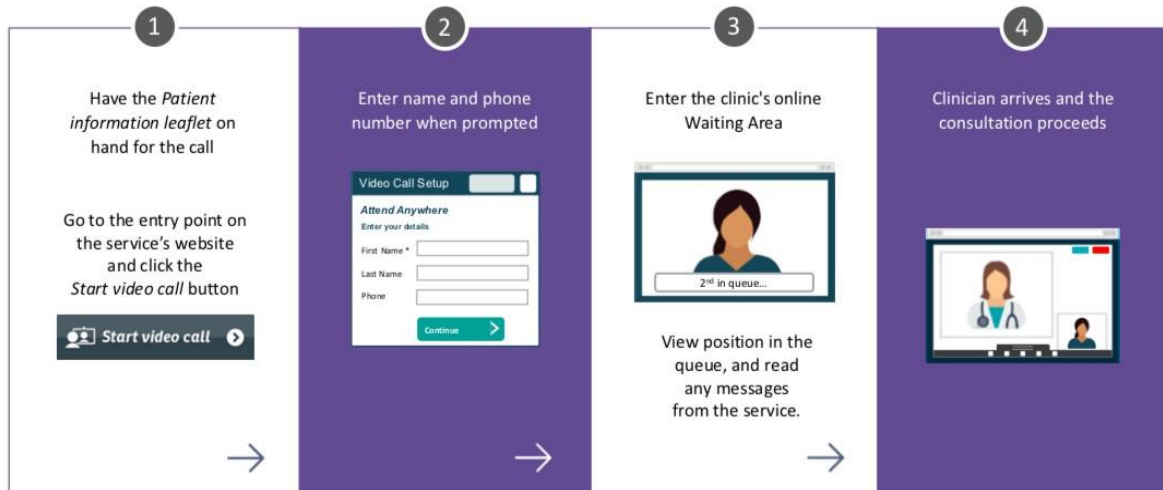
The Video Appointment Interaction

- The clinician is to introduce themselves to the patient.
 - To ask the patient if they can adequately see and hear.
 - Ask the patient to confirm their name, date of birth and address (or whatever checks are necessary to identify the patient).
 - The clinician will explain what is going to happen during the video consultation.
 - Confirm patient's left and right side on VC to support physical assessment*
 - Conduct the appointment as usual.
 - Document the appointment details and outcomes in the patient record as usual
- *During the consultation, ensure the correct identification of the patient's left and right sides. You can do this by asking the patient to hold up something with writing on it. If you can read the text correctly, they are oriented as if facing you in person (i.e., in real life). If the text appears reversed, their camera may be displaying a mirrored image.

Appendices

Patient User Guide

You will be asked to enter a few details (name, date of birth and a contact telephone number) before you can join the call. These details are only used to allow the clinician to identify the right person is joining the call. After the video call, these details will be deleted.



Before the call begins, you will see information similar to the list below, however, this may alter depending on dental practice.

Example of information presented to callers before they enter a call to the Waiting Rooms:

ONLY PROCEED WITH YOUR VIDEO CONSULTATION IF IT HAS BEEN ARRANGED WITH YOUR DOCTOR OR CLINIC/SURGERY.

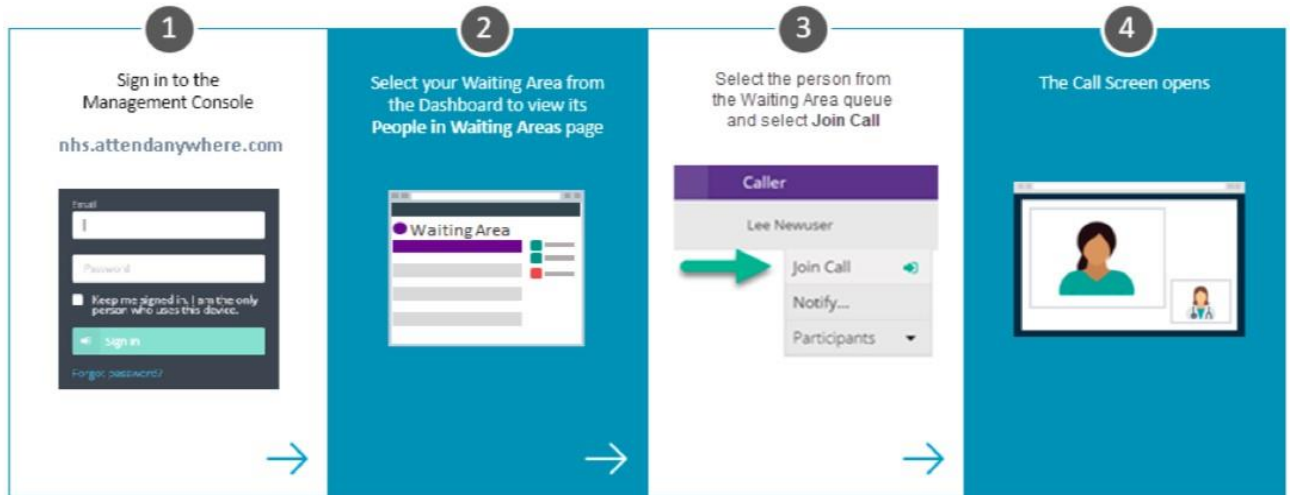
- This is NOT an emergency service. In an emergency phone 999.
- This call is not being recorded.
- Everyone attending the consultation with you will be introduced.
- Your video will open in a new window
- If you experience any issues, click the Refresh button.

During your call:

- Avoid pointing the camera towards a window or bright light.
- To select a different camera or microphone, click the camera icon in the top-right of the browser window select the relevant devices, and then click the Refresh button.

Clinician User Guide

Below, outlines the steps you need to take to sign-in to the Attend Anywhere platform and navigate to the patient:



Step 1: Open the web browser and go to the Attend Anywhere website: <https://wales.nhs.attendanywhere.com/login>. Enter your login details:

GIG Cymru NHS WALES Attend Anywhere

Email

Password

Keep me signed in for today

Sign in

[Forgot password?](#)

[Don't have an account?](#)

Powered by Attend Anywhere

If you are using two screens (one for the clinical screen, and one for video call), move the video call or the clinical system window into the second screen.

The clinician can use the same computer to conduct a video appointment and look at patient notes.



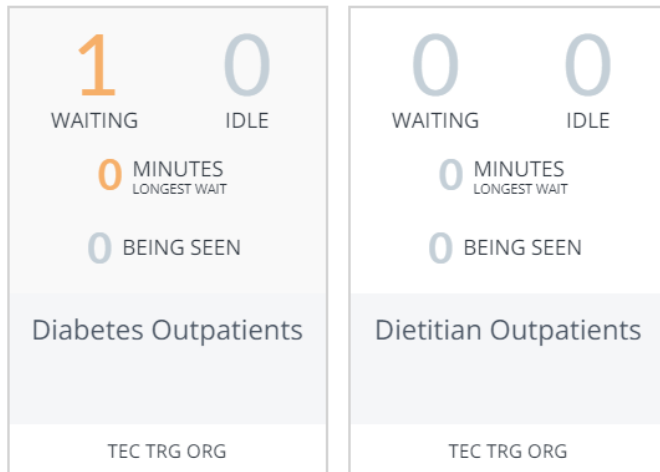
During your call:

Avoid pointing the camera towards a window or bright light.

To select a different camera or microphone, click the camera icon in the top-right of the browser window select the relevant devices, and then click the 'Refresh' button.

Step 2: You will then be presented with your waiting area, where you can identify if a patient is waiting.

Below a patient can be seen waiting in the Diabetes Outpatients Waiting Area.



Step 3: Select the waiting room and you will then be presented with the patient(s) who are waiting. It will display their waiting time, the patients name, their date of birth, and telephone number.

Diabetes Outpatients Waiting Area
TEC Cymru Training Centre

[Back to Waiting Areas](#)

Caller waiting

MAIN WAITING AREA CONSULT NOW

Status	Caller	Telephone	
Waiting (2 min)	Jim Jones 01/01/1922	02920000000	1

Step 4: select the patient you want to facilitate a video consultation with. This brings up options to 'join the call' or 'message' the patient. Click on the **"Join Call"** button.

Diabetes Outpatients Waiting Area
TEC Cymru Training Centre

[Back to Waiting Areas](#)

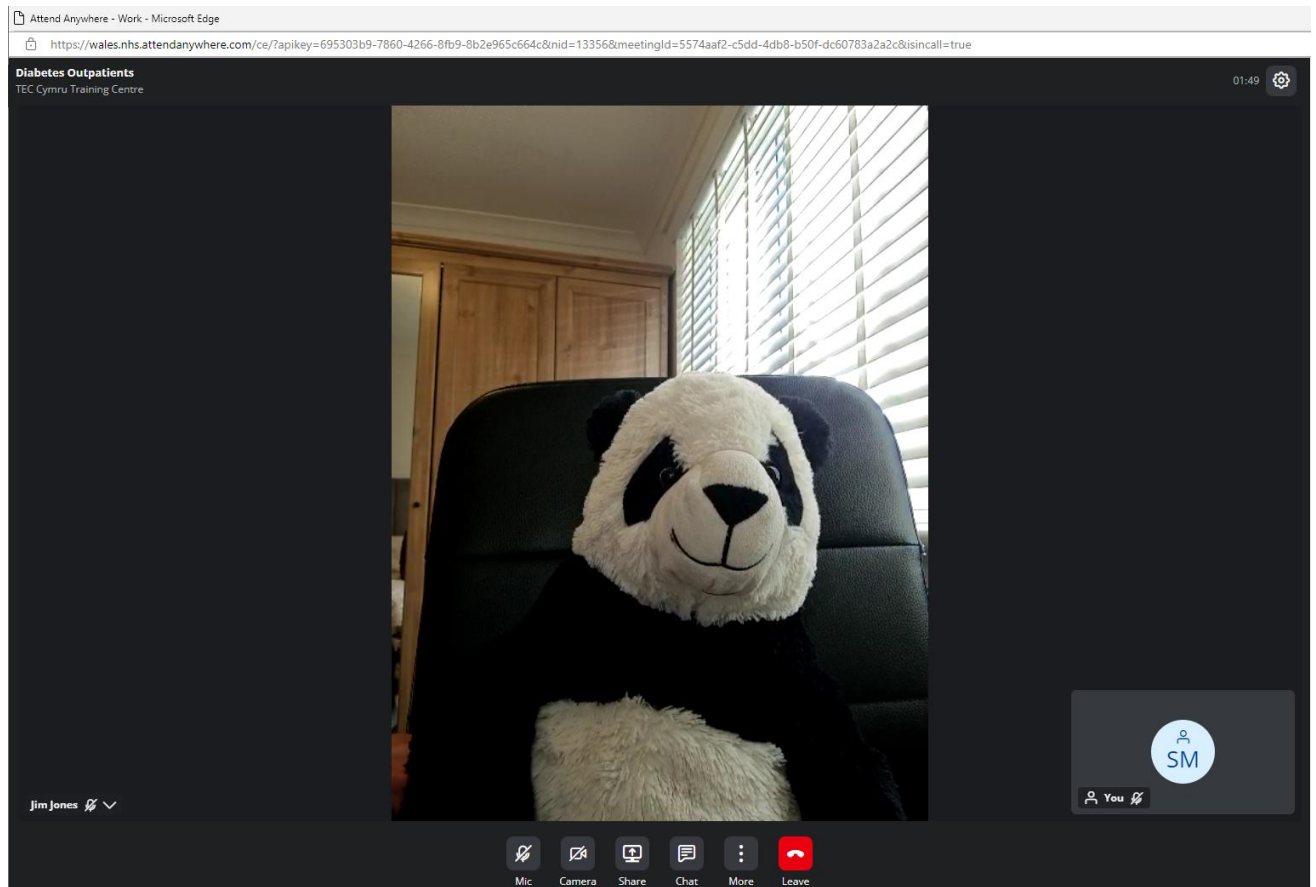
Caller waiting

MAIN WAITING AREA CONSULT NOW

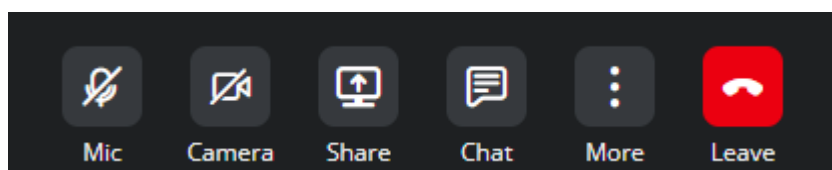
Status	Caller	Telephone	
Waiting (4 min)	Jim Jones 01/01/1922	02920000000	1

- Join Call
- Add to Call...
- Message...
- Participants

Step 5: It then takes up to 10 seconds to connect the video call between you and the patient. A video screen is automatically loaded; the patient will be displayed in the main screen and you in the bottom right corner. You can now consult with the patient.



At the bottom of the screen, you will be presented with the following options:



- **Mic** – Allows you to mute and unmute the microphone.
- **Camera** – Allows you to switch on and off the camera
- **Share** – Allows you to share your screen
- **Chat** – Allow you to message the patient
- **More** – This brings up additional options, which include:
 - Change background – You can upload a background or use the blur option.
 - Transfer call – Allows you to transfer a patient back into a waiting area
 - Invite Guest – Allows you to invite additional participants via email or SMS.
- **Leave** – Allows you to leave the call

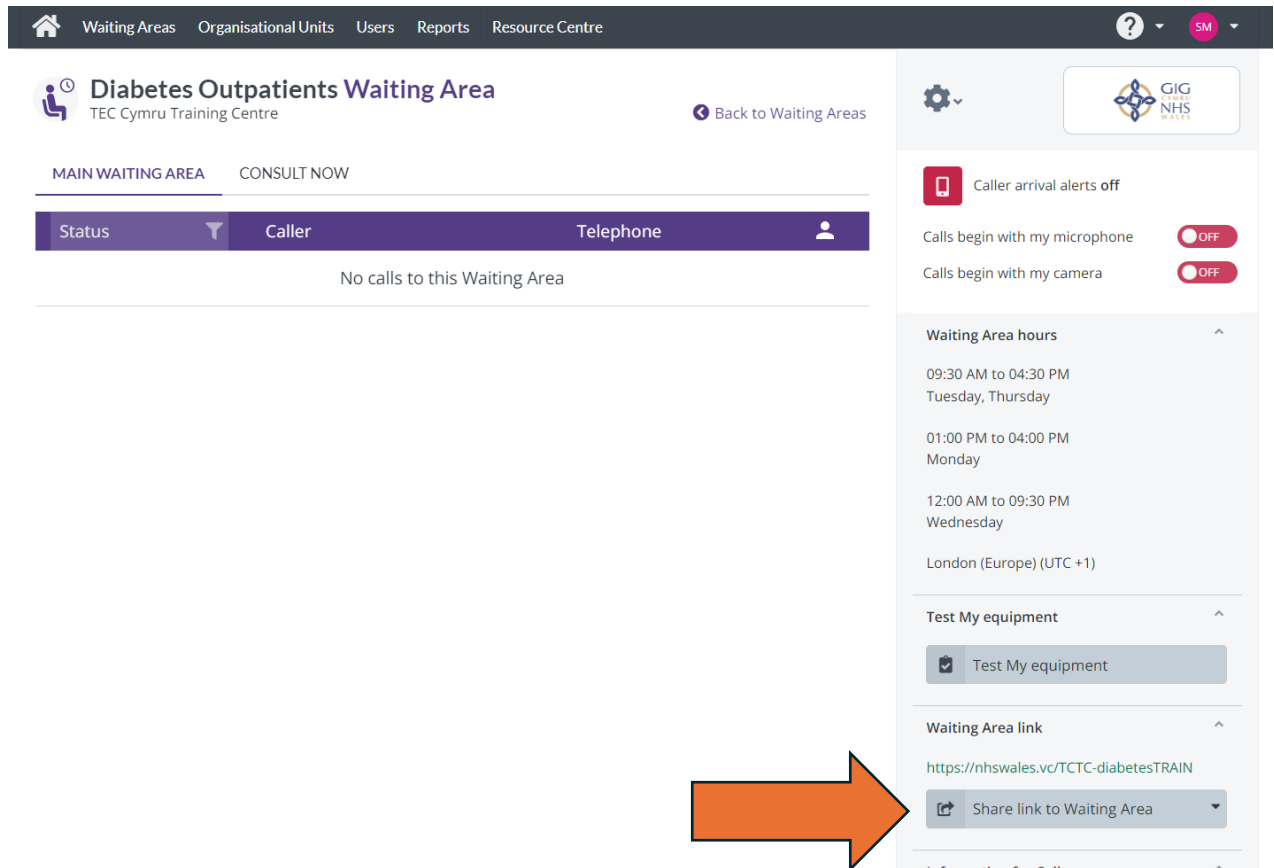
Additional Resource

Guides, training material and information leaflets and webinars can be found at [Video Consulting Resources | Tec Cymru](#) or at [Get help with your video call \(inductionhealthcare.com\)](#)

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

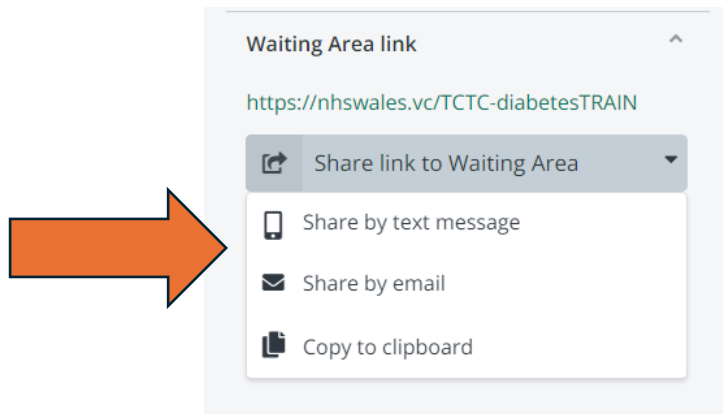
You can send a text message or email containing the URL of your waiting area directly to a patient from Attend Anywhere without disclosing your personal mobile number or email address.

Simply, enter the waiting area and select the 'Share link to Waiting Area' button:



The screenshot shows the Attend Anywhere interface for a 'Diabetes Outpatients Waiting Area' at the 'TEC Cymru Training Centre'. The main area displays 'No calls to this Waiting Area'. On the right-hand side, there are several settings and information sections. An orange arrow points to the 'Share link to Waiting Area' button in the 'Waiting Area link' section, which is located below the 'Waiting Area hours' and 'Test My equipment' sections. The 'Waiting Area link' section shows the URL 'https://nhs.wales.vc/TCTC-diabetesTRAIN' and the 'Share link to Waiting Area' button.

Next, choose either to 'share by text' message or 'Share by email'.



This is a close-up of the 'Share link to Waiting Area' dropdown menu. The menu is open, showing three options: 'Share by text message', 'Share by email', and 'Copy to clipboard'. An orange arrow points to the 'Share by text message' option.

Next, add the mobile number or email address and select 'Send Text Message' or 'Send Email'. The example below shows the share link screen for an SMS.

Please note – there are predefined messages that will be setup by an administrator (unless you are an administrator you will not have permissions to change these). However, you can add an additional message which is displayed in the bottom of the screen.

Share Link to Waiting Area

Diabetes Outpatients

Share by text message

Mobile (only one number)



Text Message


Waiting Area link details
Attend a video call with TEC Cymru Training Centre (Diabetes Outpatients) by clicking this link:
<https://nhs.wales.vc/TCTC-diabetesTRAIN>

If the link does not work, copy and paste it into your browser. Do not reply.

Additional Message (Optional)

Characters remaining: 100

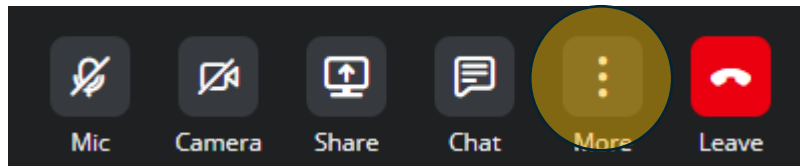
 The link to the Waiting Area can be modified from the Waiting Area's settings menu.

The ability to add your message or edit a message that has been set when sharing the Waiting Area link is controlled by your organisation.

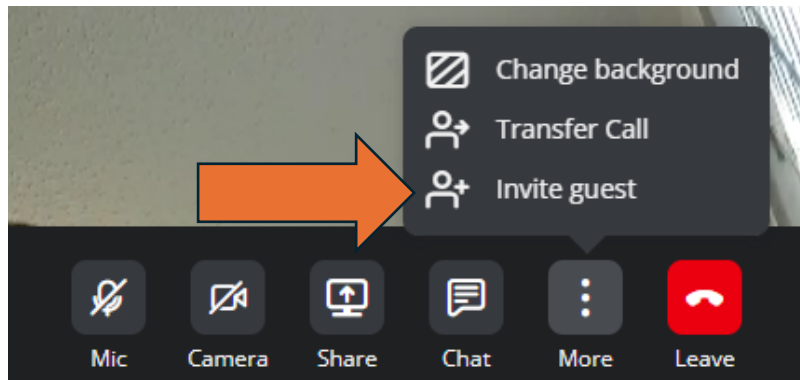
Remember though these are sent from anonymised 'no-reply to' accounts. Patients may be wary of opening these links. It's usually better to use this option when patients are expecting to receive a message.

Adding Another Person During a Call

Start the video consultation with your patient as usual. Once the call has commenced select the more option circled below:



Next, select the 'invite guest' option:



Either type in the email address or mobile number of the person you would like to attend the video consultation (this sends an anonymous SMS or email). Alternatively, you can copy the invitation to a clipboard and paste it into an email or alternative SMS system:

Invite guest ×

Enter an email address

[Send Email](#)

Enter a mobile phone number

[Send text message](#)


Copy invitation link

[Copy link](#)

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

Disconnecting an Unwanted Caller


To remove a caller who shouldn't be in the waiting area, simply click on the patient, then select "Participants," and click on their name (see ' Jim Jones' below).

 **Diabetes Outpatients Waiting Area**
TEC Cymru Training Centre [Back to Waiting Areas](#)

Caller waiting


MAIN WAITING AREA CONSULT NOW

Status	Caller	Telephone	
Waiting (4 min)	Jim Jones 01/01/1981	02920000000	1

Join Call 


Add to Call...


Message...


Participants 

Jim Jones...

Next, select 'Disconnect'

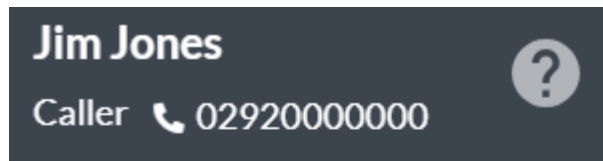
Jim Jones 

Caller  02920000000

 Disconnect

 Close

Finally, click 'Yes' to confirm. This will disconnect the unwanted caller.



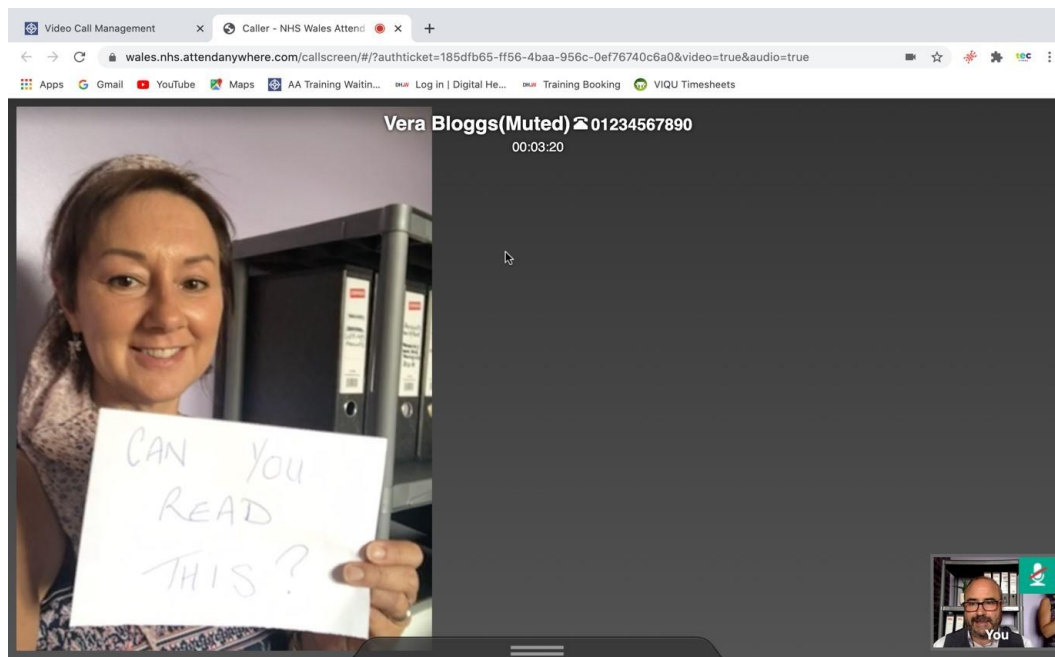
Are you sure you want to disconnect this person?



Confirming Left and Right

Important safety advice

If your consultation with a patient or client depends on correctly identifying left and right on the body, please be aware that some devices may (rarely) reverse the image. This issue is not caused by the Attend Anywhere platform but occasionally by the patient's device. Since patients may not always accurately distinguish left from right, the safest way to confirm orientation is to ask them to hold up something with writing on it. If you can read the writing correctly, they are oriented as if facing you in real life. (See below)



Types of Appointments and Clinics

Dedicated Clinics

Some services may take an incremental approach, starting with dedicated Attend Anywhere clinics (e.g., every Tuesday, Wednesday, and Thursday 13.00 – 14.00). This may be influenced by available resources, for example where only some of the clinical rooms have the equipment necessary for video consultation (clinicians may share these rooms), or where only some clinicians offer video consultations.

The advantages of this model include making it easier for clinicians to work remotely for a session (provided they have access to clinical records) and building confidence for clinicians and practices new to Attend Anywhere. However, the dedicated clinic approach has its drawbacks, such as a lack of flexibility: appointment slots may go unused if there are insufficient requests, or availability may be limited if all dedicated Attend Anywhere slots are filled. Therefore, careful management is necessary to optimise the use of appointment slots.

Integrated Attend Anywhere Appointments

Having blocks of video appointments integrated in existing clinics (e.g., the first/last five appointments set aside for video consultations) allows for a wider spread of clinicians to offer video consultations, and potentially more ready access for patients to a video consultation with their dedicated or preferred clinician, though perhaps not at a preferred time.

This model also supports clinicians to build confidence in use of Attend Anywhere and is helpful for those who prefer their workflow to have clear demarcation between different appointment types. As with the dedicated Attend Anywhere clinic model, the downside is the potential for ring fenced Attend Anywhere appointment slots to go unfilled. Therefore, good practice for services adopting this model would be to incorporate a protocol whereby unfilled Attend Anywhere appointments are opened up/can be changed to other uses within a certain timeframe before the appointment date/time.

Ad-Hoc Use

The third option, where Attend Anywhere slots are booked in an ad hoc way into existing clinical sessions, allows both clinicians and patients the greatest flexibility to accommodate video appointments. It would involve booking staff changing the slot type of appointments to a video appointment.

For some services this may represent a mature model, once staff are confident with the Attend Anywhere concept. This model could be applied across a whole service, but could also be applied on an individual clinician basis, e.g., for a clinician who has video consulting equipment in the clinic room and is happy to switch between appointment types.

Single/dual device considerations

If Attend Anywhere is operated on a single device with dual screens, the clinical system and video call can be open in separate screens.