


Video Consultation End-to-End Functionality

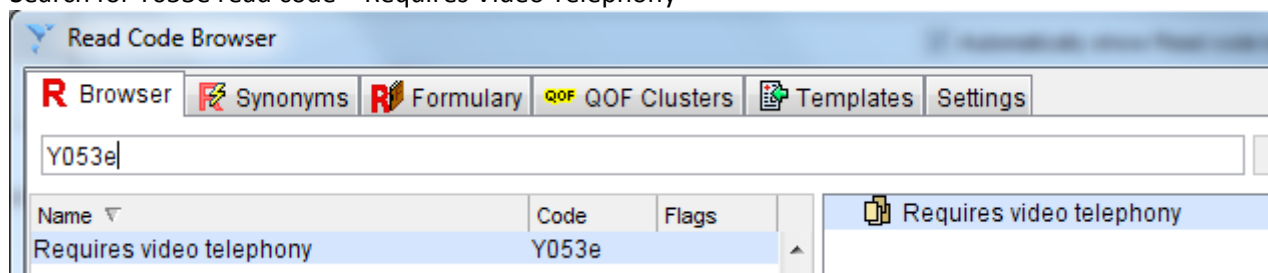
Recording Consent and Suitability for Video Consultations

A read code is to be added to the patient record in SystmOne to establish that they have consented to, and are an appropriate patient to be considered for, Video Consultations.

Open patient record in SystmOne

Click on Enter new read code entry button on tool bar - 

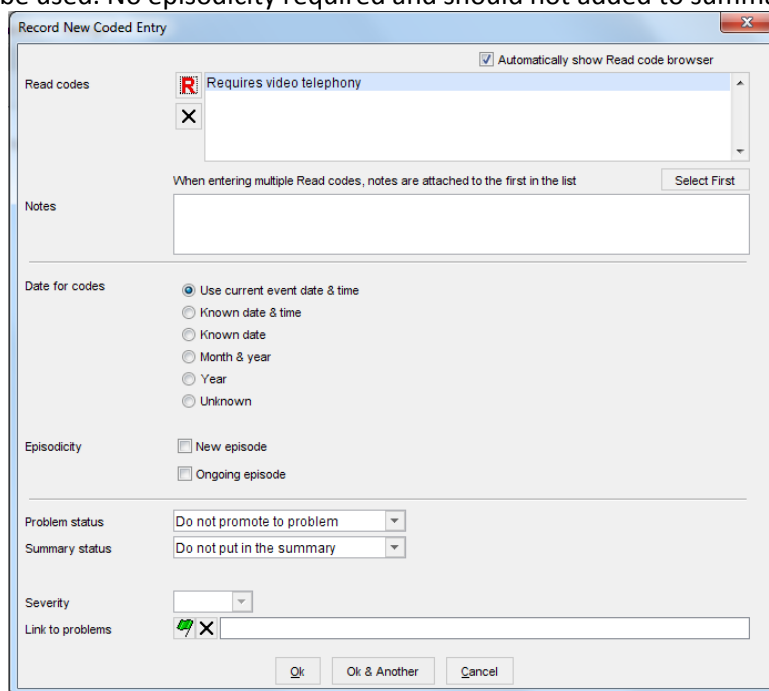
Search for Y053e read code – Requires Video Telephony



Name	Code	Flags
Requires video telephony	Y053e	Requires video telephony


Click OK to select.

There are no requirements for any free text notes to be associated with the read code and the current date should be used. No episodicity required and should not be added to summary or problem headers.



Record New Coded Entry

Automatically show Read code browser

Read codes:  Requires video telephony

When entering multiple Read codes, notes are attached to the first in the list

Notes:

Date for codes: Use current event date & time
 Known date & time
 Known date
 Month & year
 Year
 Unknown

Episodicity: New episode
 Ongoing episode

Problem status:

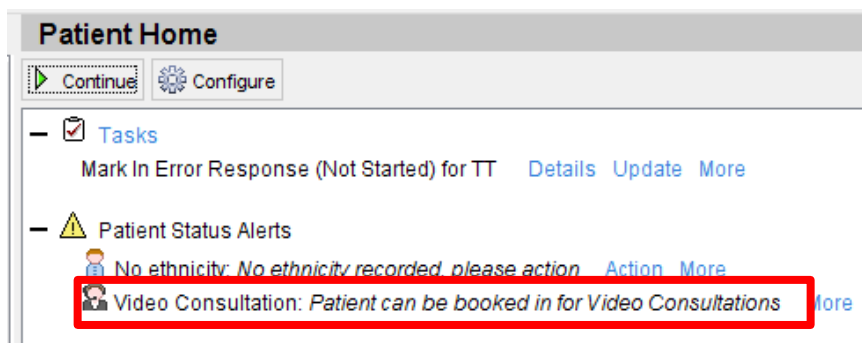
Summary status:

Severity:

Link to problems:

Click OK. Save the patient record.

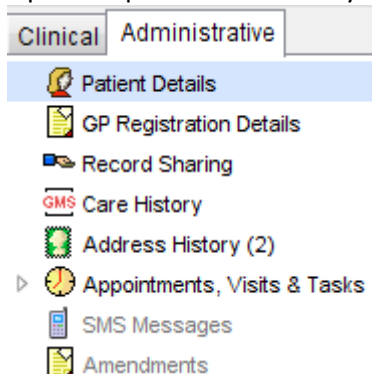
A new Patient Status Alert will be shown in the patient's record to indicate that they are suitable for Video Consultations (Note icon and text associated with consent for Video Consultations may vary – refer to local policy for guidance)



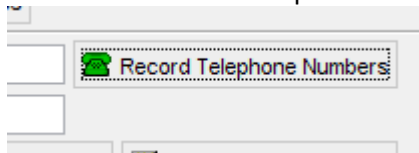
Checking contact details

Check the patient has provided an email address and that it is recorded in SystemOne. A video consultation cannot take place without a valid email address.

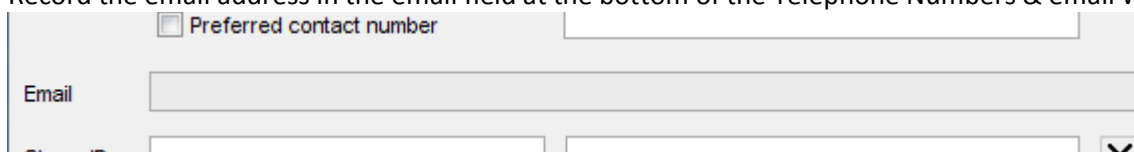
Open the patient record in SystemOne. Navigate to the Administrative tree > patient details.



Click on the Record Telephone Number button on the right hand side.



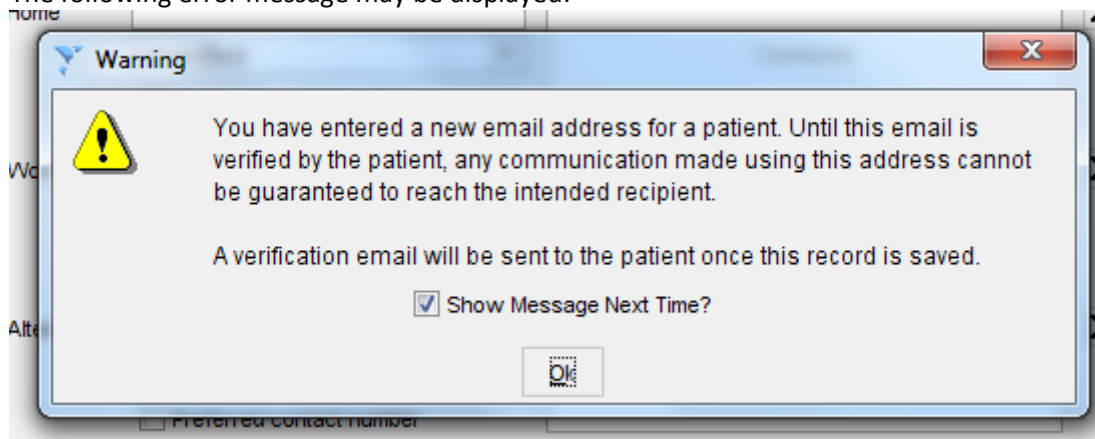
Record the email address in the email field at the bottom of the Telephone Numbers & email window.



Check that the patient's other contact details, such as mobile or land line numbers, are correctly recorded in SystemOne and amend as required.

Click OK to close the window.

The following error message may be displayed:-



Refer to your local policy on emails within the practice if you are unsure as the consequences of verification emails.

Save the patient record.

SystemOne Appointment

Find an appropriate slot in the Appointments Overview or Ledger for the type of consultation required by the patient – ie With an appropriate Nurse for a Diabetic review. Ensure that there is enough time to conduct the consultations and refer to your local policy on the appropriate amount of time that should be given to each type of appointment.

Book the appointment in the usual manner. When completing the Book New Appointment window ensure that the duration is correct and that a mobile, or other contact number has been recorded – clicking on the Mobile/SMS button will show all contact numbers recorded, and allow them to be amended.

Type “VIDEO CONSULTATION “ in the details field in the centre of the window.
Add the “Test” flag by clicking in the box labelled Test in the Flags section.

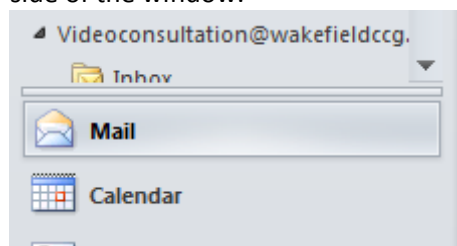
The screenshot shows the 'Book New Appointment' window with the following details:

- Date: Wed 25 Feb 2015
- Time: 11:00
- Duration: +2 Slots: 30 mins
- Staff: Iain Keith
- Patient: Mr Steven Gerrard 30 May 1980
- Mobile no.: 07123 456789
- Status: Booked
- Details: VIDEO CONSULTATION Annual Diabetic Review
- Flags:
 - Appointment Rebooked
 - Booked Admission
 - Embargoed Slot
 - Emergency Appointment
 - Injection
 - Follow-up Appointment
 - Letter Sent
 - New Patient
 - Patient Will Not Be Present
 - Telephone Appointment
 - Transport Required
 - Waiting List Appointment
 - Blood Test
 - Test
 - Telephone Review
- Buttons: Mobile/SMS, Presets, Recurring, Print appointment letter/label, Print appointment letter using Integrated Word, Show preview of appointment letter, OK, Cancel

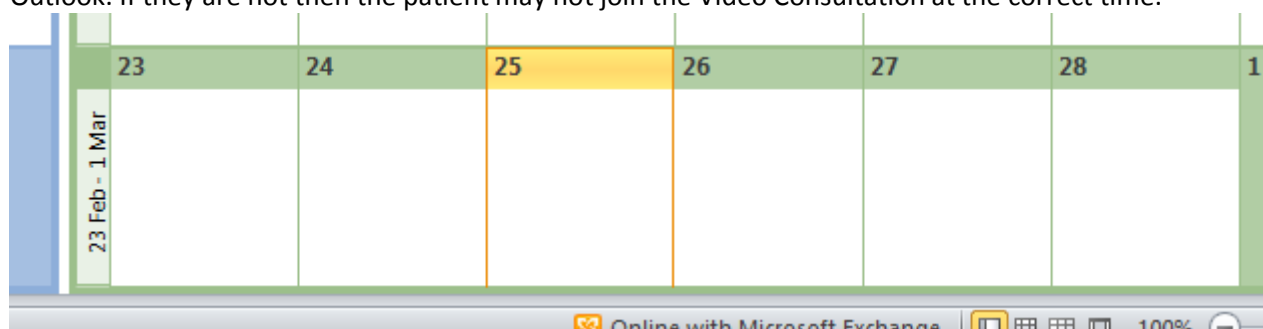
Click OK to book appointment

Book Lync Meeting Request in Outlook

Open the Outlook application and view the calendar by clicking on the calendar button in the bottom left hand side of the window.



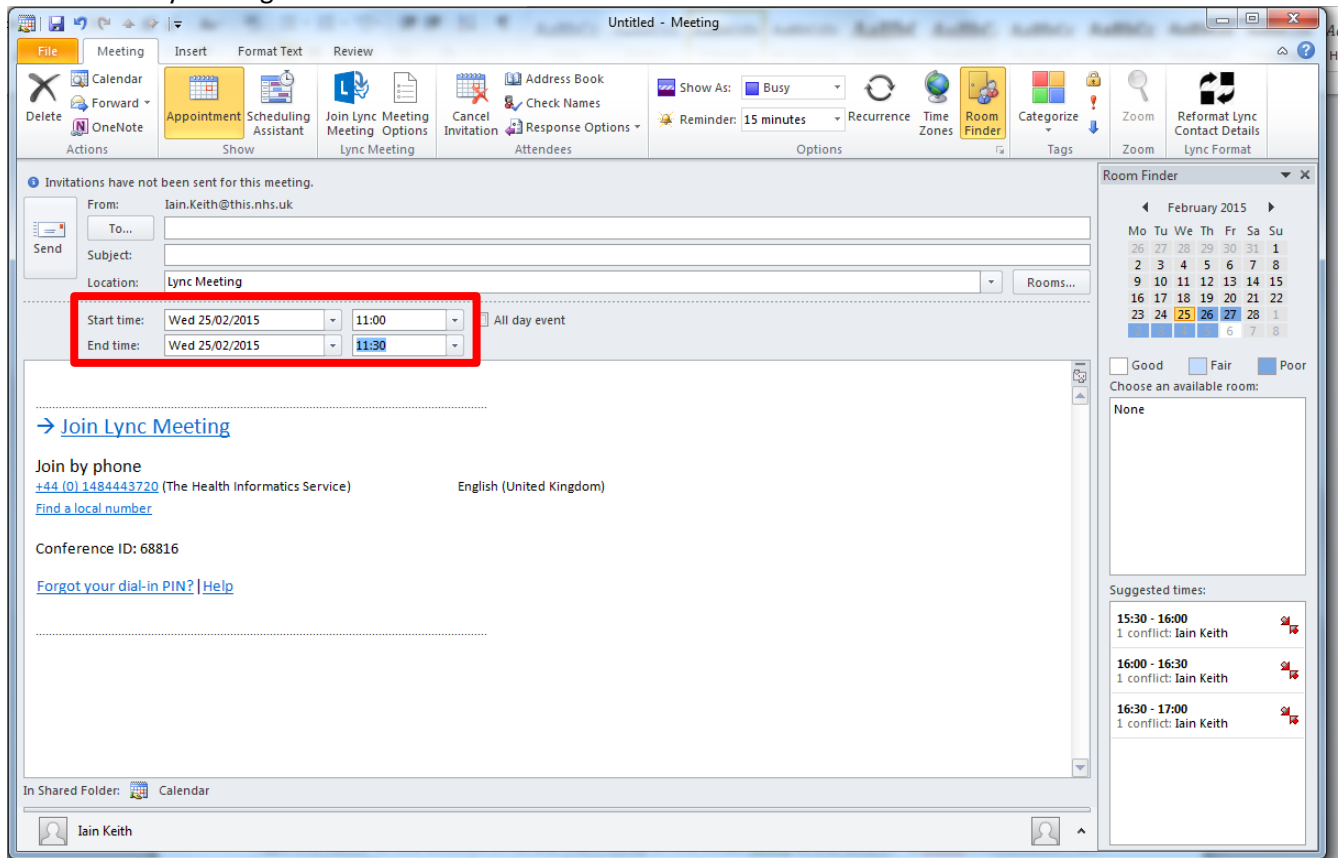
Find the date associated with the appointment that has just been booked for the patient in SystemOne. It is very important that the same details of the SystemOne appointment are replicated in the Lync Meeting Request in Outlook. If they are not then the patient may not join the Video Consultation at the correct time.



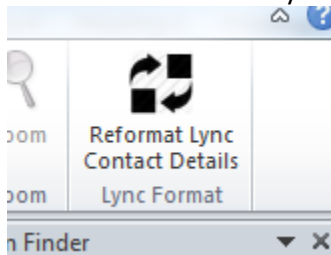
Click on the Lync Meeting request button at the top of the screen.



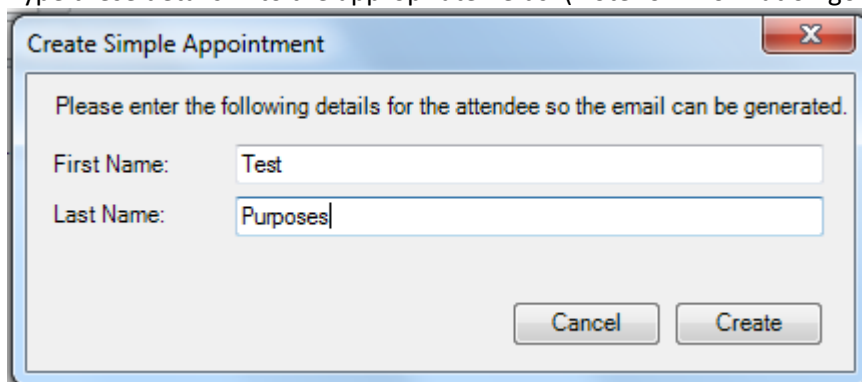
A new Untitled Meeting window will appear. Enter the start and end times of the appointment to mirror those in the SystmOne appointment – ie start time 11:00 and end time is 11:30. It is possible to type the time in to these fields by clicking in to the associated box.



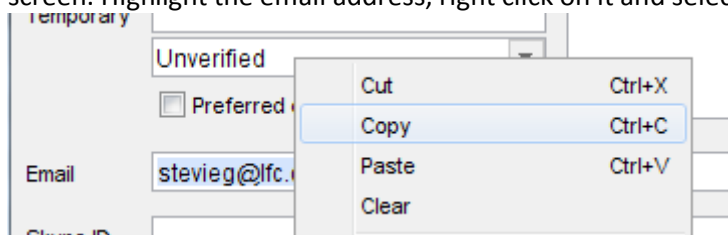
Click on the Reformat Lync Contact Details button at the top of the window.



A new Create Simple Appointment window will appear asking for the first and second names of the patient. Type these details in to the appropriate fields. (Note for Information governance reasons, initials may be used)

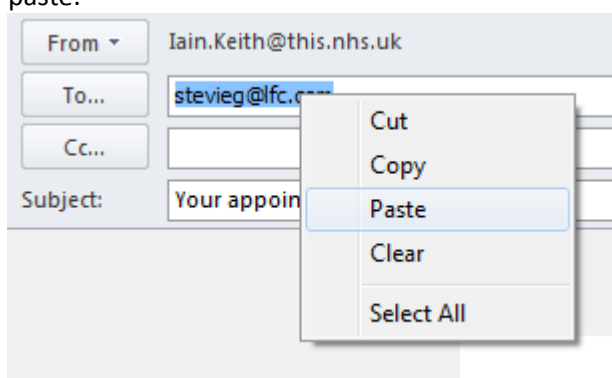


Open the patient's record in SystmOne and navigate to the Administrative tree > patient details. Click on the Record Telephone Number button on the right hand side. The patient's email is displayed at the bottom of the screen. Highlight the email address, right click on it and select copy.



Return to the Outlook window.

Enter the email address in the "to" field of the Lync Meeting Request window, by right clicking and selecting paste.



Type the name of the clinician in to the main body of text , at the end of "a video consultation has been arranged for you with" – ie Nurse Smith for example

A video consultation has been arranged for you with **Nurse Smith**

On 25 February 2015 11:00 AM

Send the Lync Meeting Request by clicking Send button



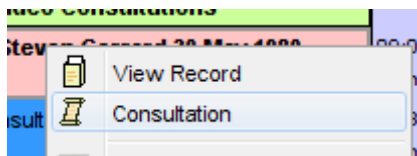
Inform the patient to expect an email via the address recorded in SystmOne and to contact as soon as is possible before the appointment if they have any issues.

Starting the Video Consultation

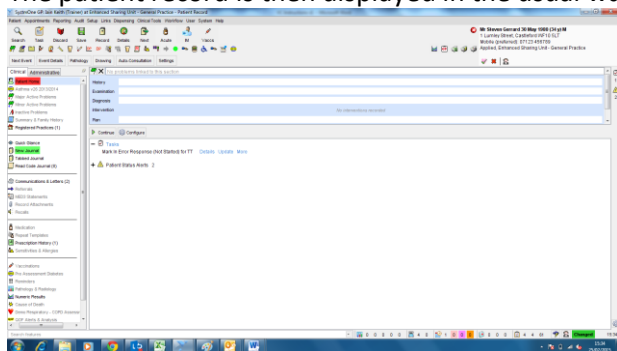
Check that camera and speaker/microphone are in working order.

Check that the room is in an appropriate state to conduct consultations; ie background, sunlight, cleanliness of room

In SystmOne right click on the appointment in and go in to consultation mode.



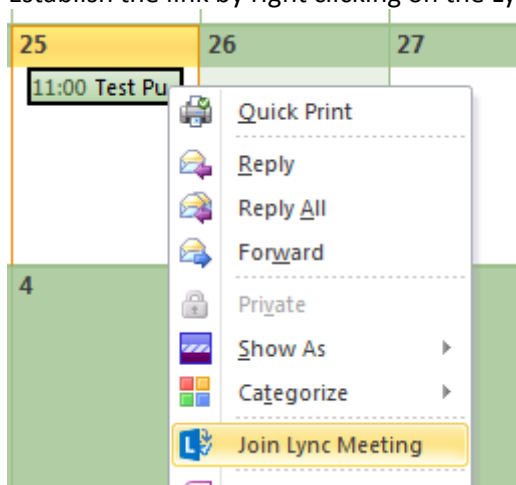
The patient record is then displayed in the usual way.



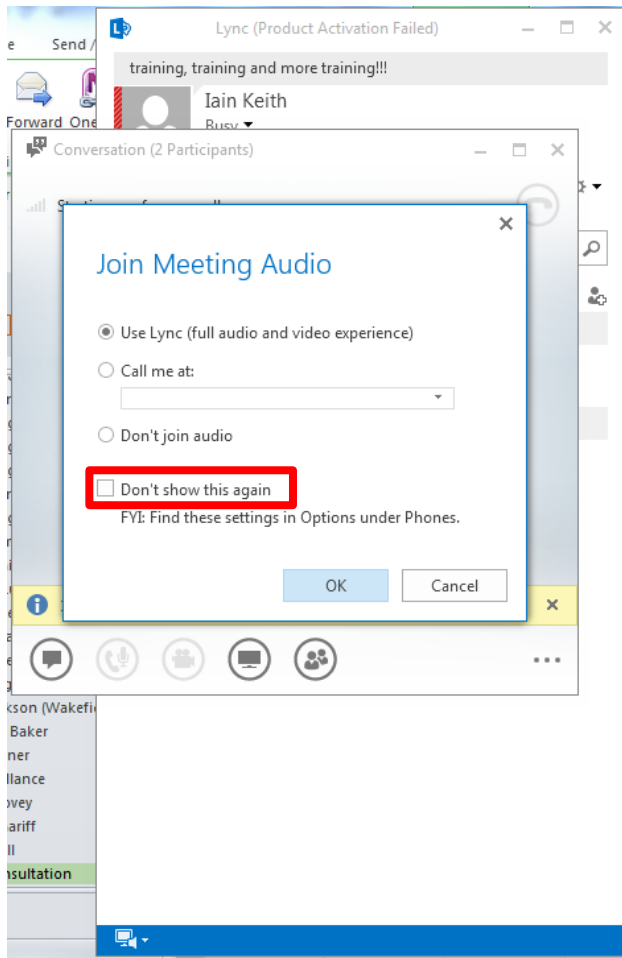
Return to Outlook to establish the video connection with the patient.

Find the correct appointment in Outlook Calendar by cross-referencing the details from the SystemOne appointment – ie time and name.

Establish the link by right clicking on the Lync Meeting request and selecting Join Lync Meeting.

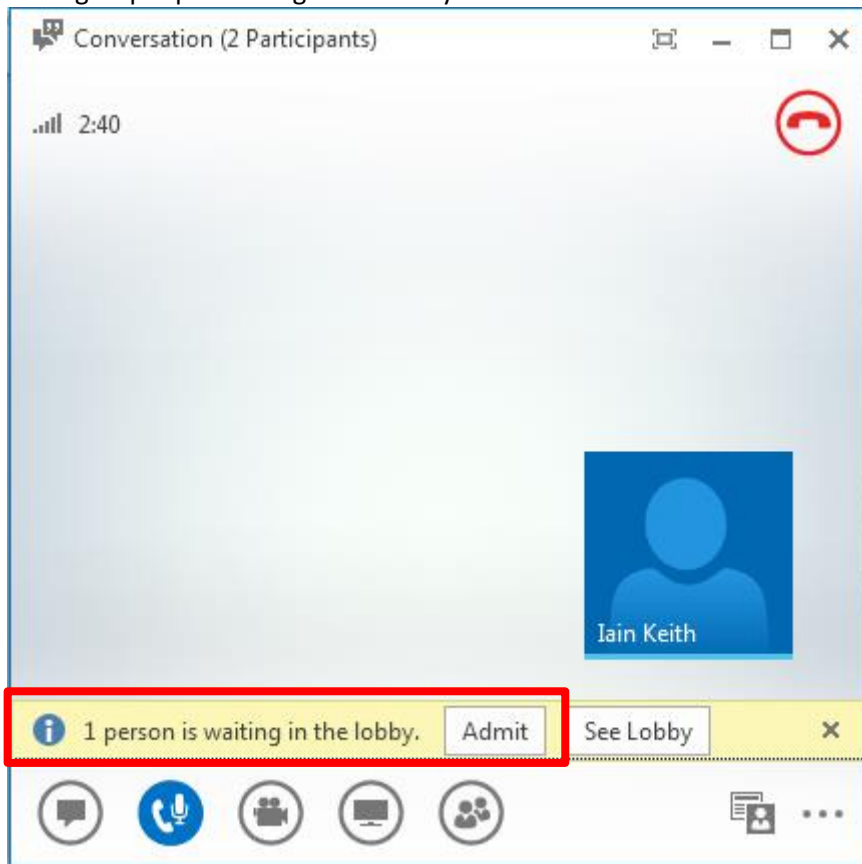


The Lync client is displayed. A message may appear about “join meeting audio”. Click “do not show this message again” and click OK (the message will never appear again)

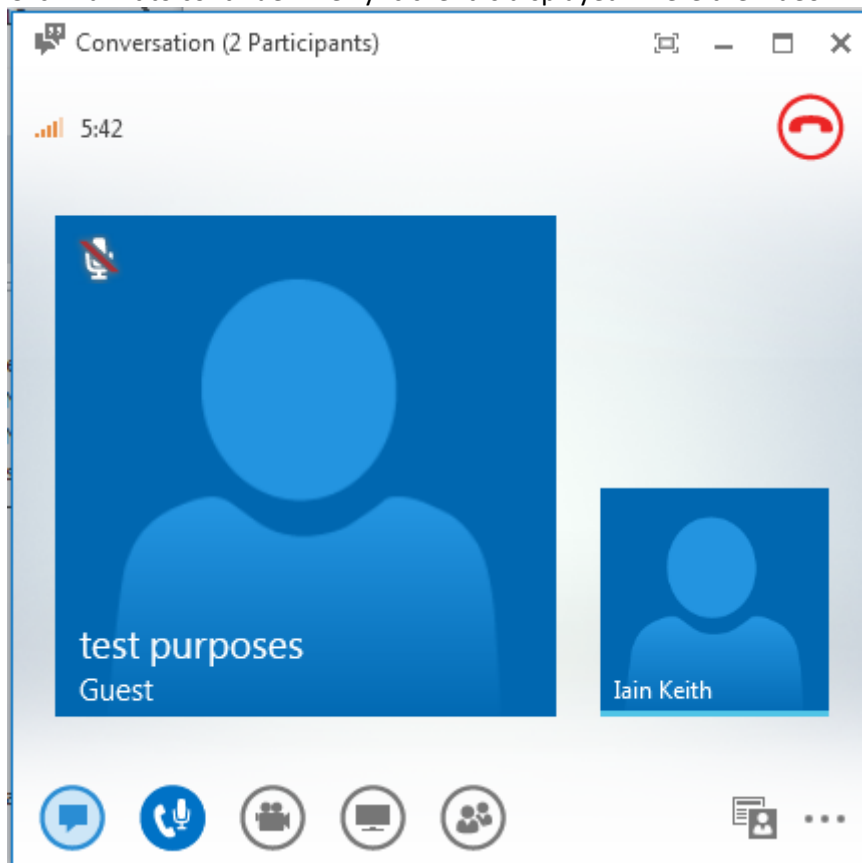


Click OK to continue

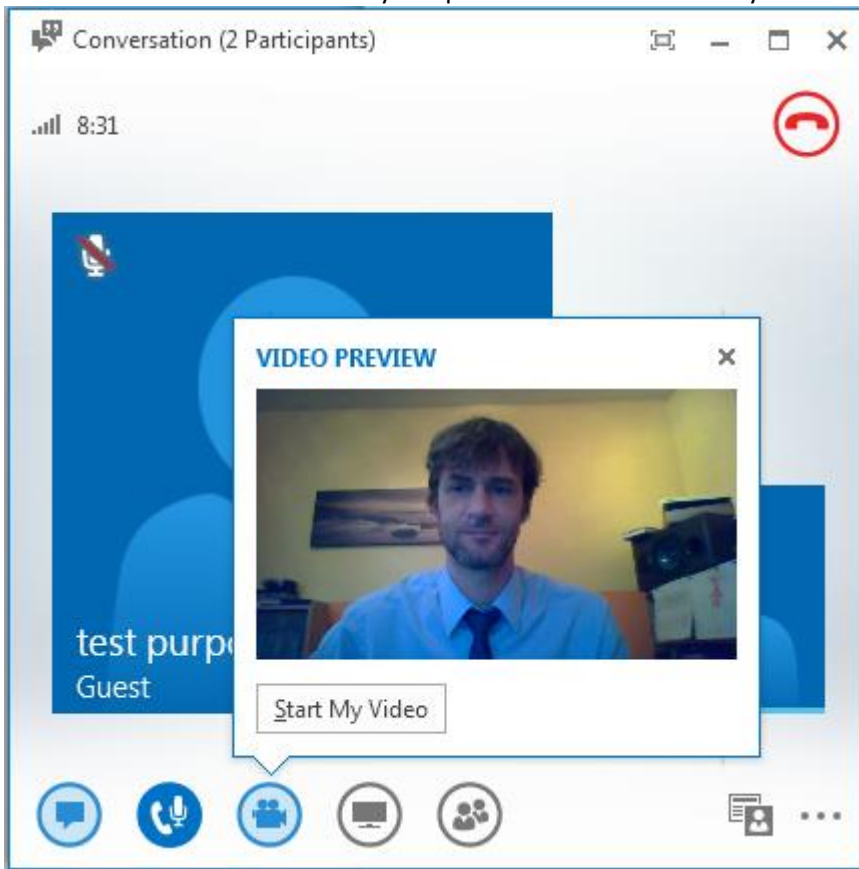
A window is displayed in the Lync client where the video consultation will take place. A message is displayed stating "X people waiting in the lobby".



Click Admit to continue. The Lync client is displayed where the video will be shown.

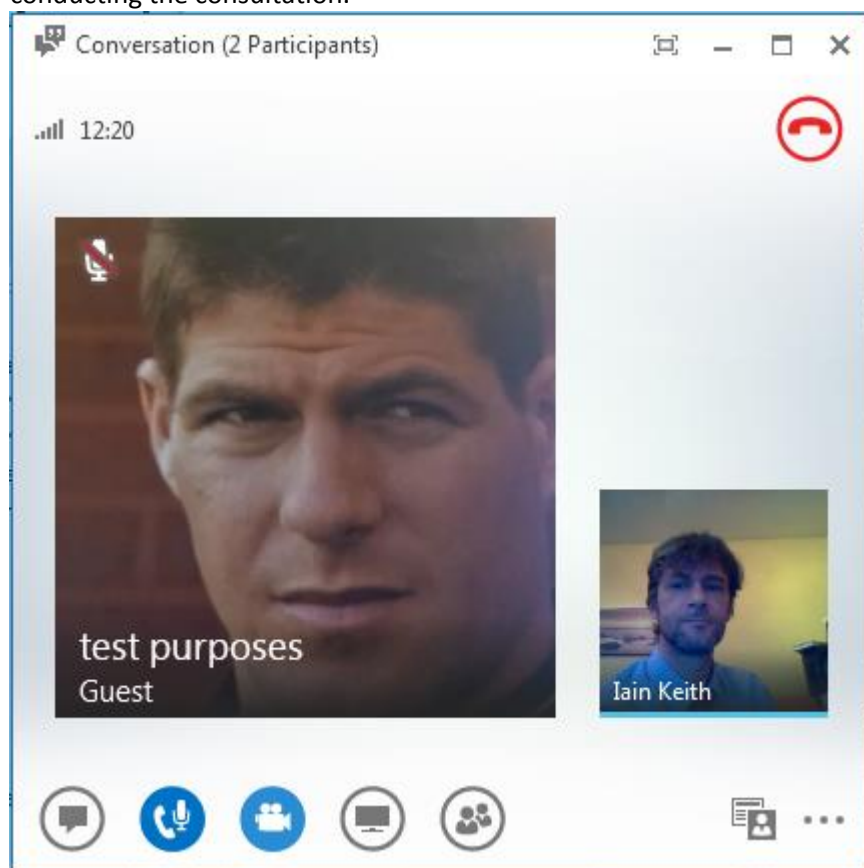


Lync has now established the connection, but Video will not be seen until the camera icon at the bottom of the window has been clicked on to start the video stream. Click on the camera icon and then click Start My Video. This will also need to be done by the patient. Audio will start by default when the patient is admitted.



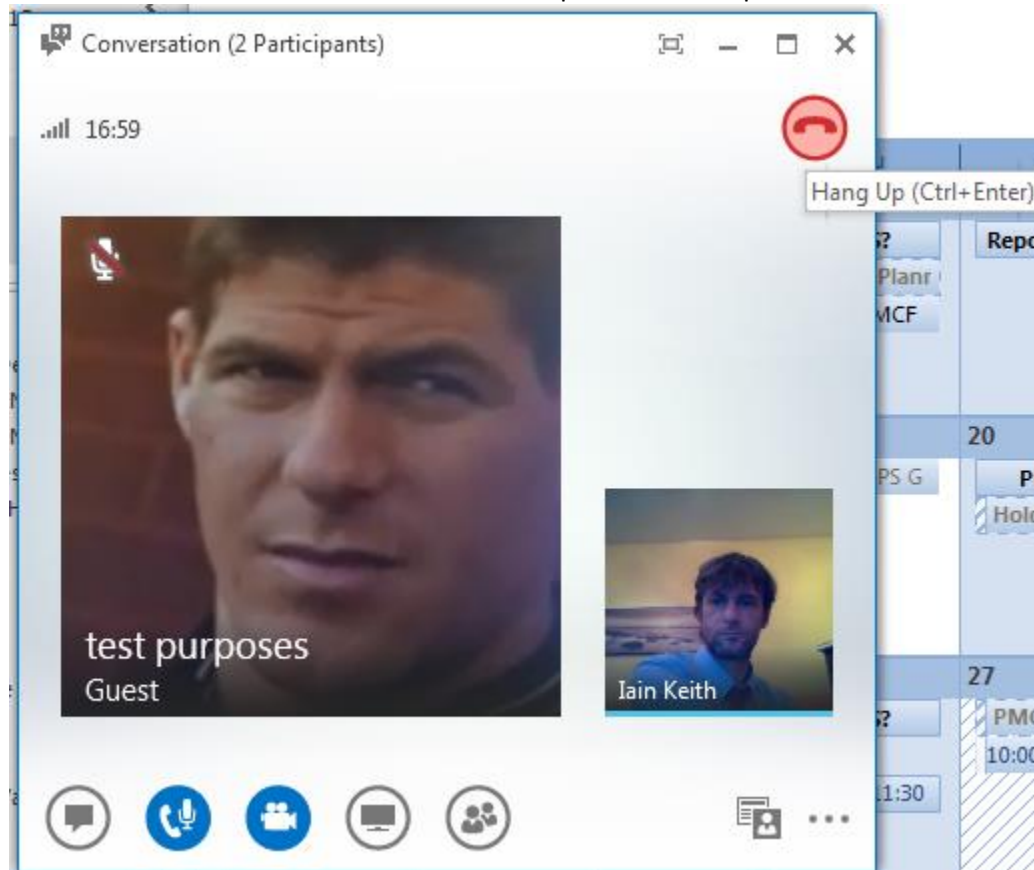
Confirm the patient details to ensure the correct patient is present.

When both parties have enabled the video streaming the window will display the patient, and the person conducting the consultation.



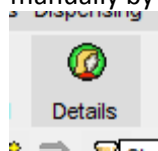
Conduct the consultation and gather clinical data as usual. Other functions can still be completed in other computer systems as required, such as complete clinical templates in SystemOne or submitting ICE request.

To end the Video Connection click the red telephone in the top left hand corner of the Lync client.



Return to SystmOne and complete the consultation notes, and any other relevant tasks, using normal procedures.

Ensure the correct contact method is associated to the consultation in the new journal. This can be done manually by clicking the Details button on the tool bar.



A new Event Details window is displayed. Set the contact method field as telehealth device using the drop down list.

Click OK.

Enter the “X79hg” Read code in the patient record for reporting purposes.

Name	Code	Flags
Video	X79hg	

Save the record.