

## Directing Patients to the Waiting Rooms

Any patient appointments that are booked in currently all have to be risked assessed.

All patients should be phoned and if it is deemed that they cannot attend their appointment they should be offered a telephone call or a video call.

The patient's appointment should then be **edited** – changing the **slot reason** (do not change the slot type) to either telephone or video call. The appointment should not be cancelled if you are going to offer a telephone appointment or video call.

## How Patients Enter the Waiting Rooms

There are a number of different options to give to patients which will allow them

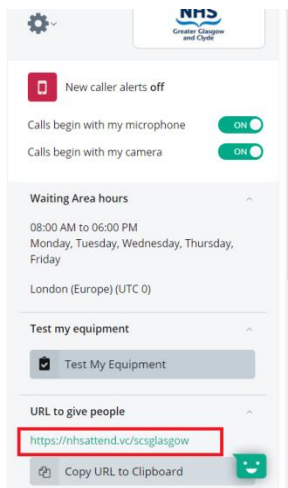
Make sure you know what waiting room you have access to. You can see this by logging into Attend Anywhere. You may have access to more than x1 waiting area.

The waiting rooms that are available are as follows:-

- SCS Glasgow City
- Kids
- NHSGGC WOS Cleft and Craniofacial Team
- SCS Hosted Service
- SCS Inverclyde
- SCS Out of Hours – This is a New Waiting area
- SCS Renfrewshire
- SCS Royal Hospital for Children
- SCS West Dunbartonshire

When you enter your waiting room you have the ability to copy the link that patients require.

Example shown below



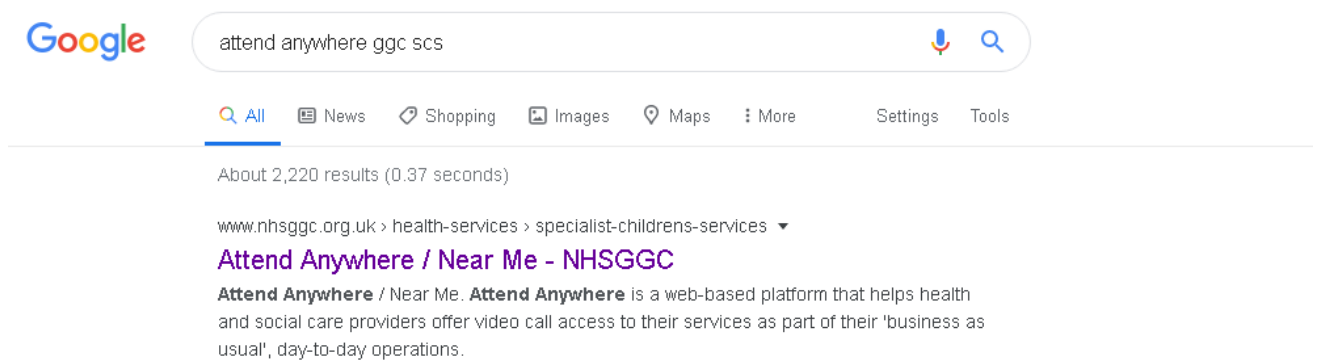
This can then be sent to the patient through text or email.

The patients can also be directed to our webpage – ensure you direct the patient to the waiting area that you will pick them up from e.g. Glasgow City

If they Google **Attend Anywhere GGC SCS** and make sure they go onto the Specialist Childrens Services webpage.

All the waiting rooms and patient leaflets are available here.

<https://www.nhsggc.org.uk/your-health/health-services/specialist-childrens-services/attend-anywhere-near-me/>



When the patient enters the waiting area they should “Start video call”

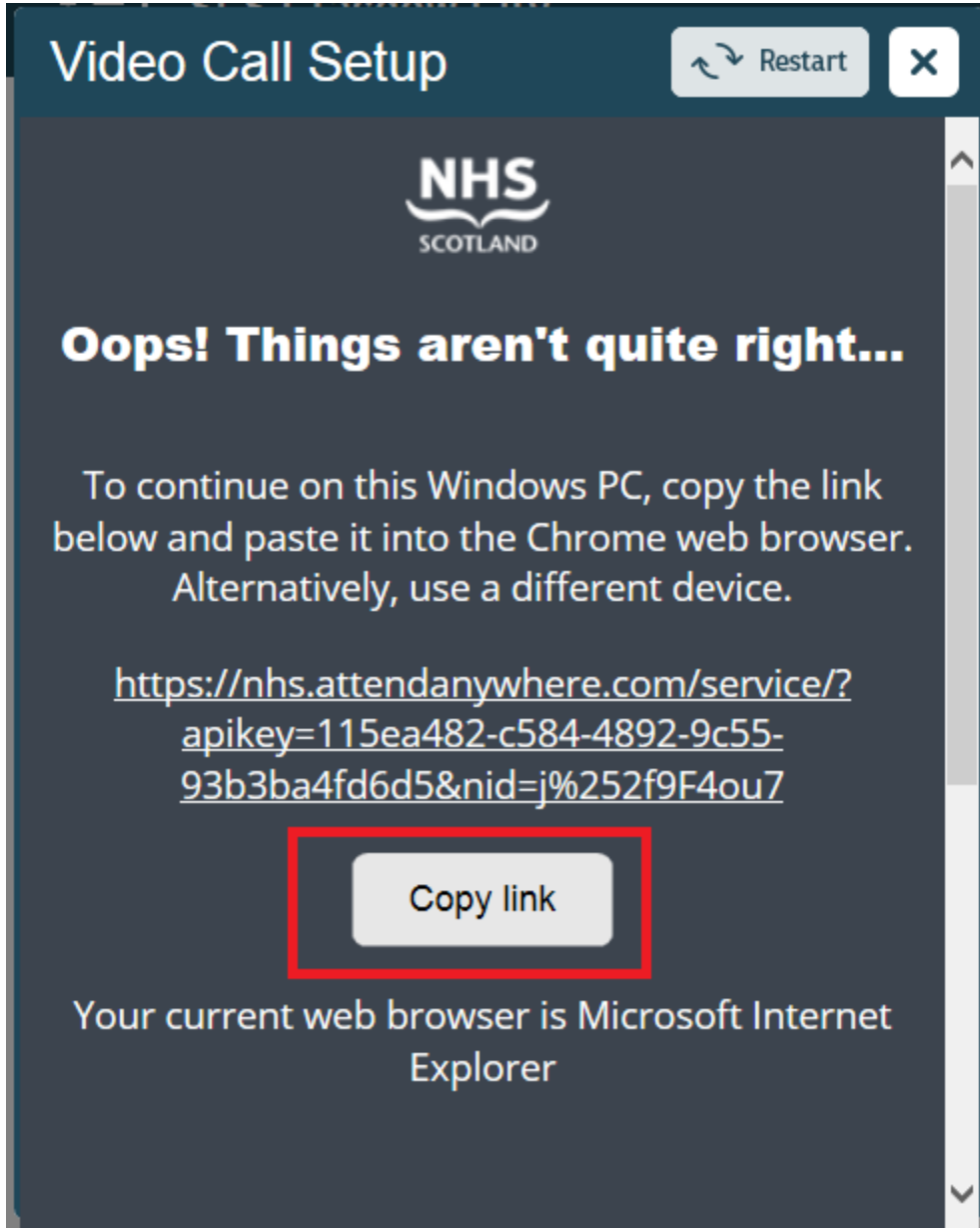


They may however then receive the below error message. This is because they are not using the correct browser.

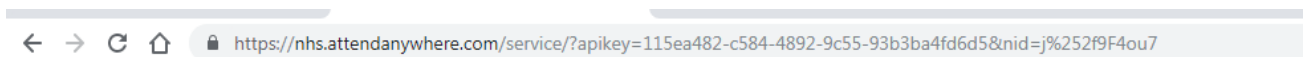
Please ensure they then click the COPY LINK button below (note they may also get another pop up they should say allow to this) and then open a new internet page in either of the following:-

Apple Mac and iphones/ipads – **Safari browser**

Microsoft computers/tablets/smart phones – **Google Chrome browser**



Then paste the copied link into the web browser search bar and return



The "Are you ready to make a video call?" page will appear again – Hit Start

NHSGG&C Specialist Children's Services:  
SCS Glasgow City

**Are you ready to make video calls?**

Click the following button to test your device, connection, microphone, and web camera setup.  
**Note:** This test does not actually make a call.

**Test call**

(Windows, Android, MacOS) Use the **Google Chrome** web browser  
(MacOS, iOS) Use the **Safari** web browser

**Enter the Waiting Area**

Click the following button to enter the SCS Glasgow City waiting area:

**Start video call**

**Need help or more information?**

The patient will be able to test their equipment here and then enter their details e.g. name date of birth etc.

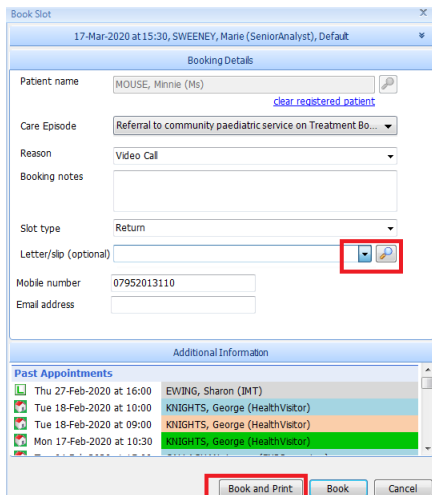
Please ask Parents/Carers to enter the details of their child and not their own details.

Following these steps they will then appear in the waiting area ready for you to join them in a call.

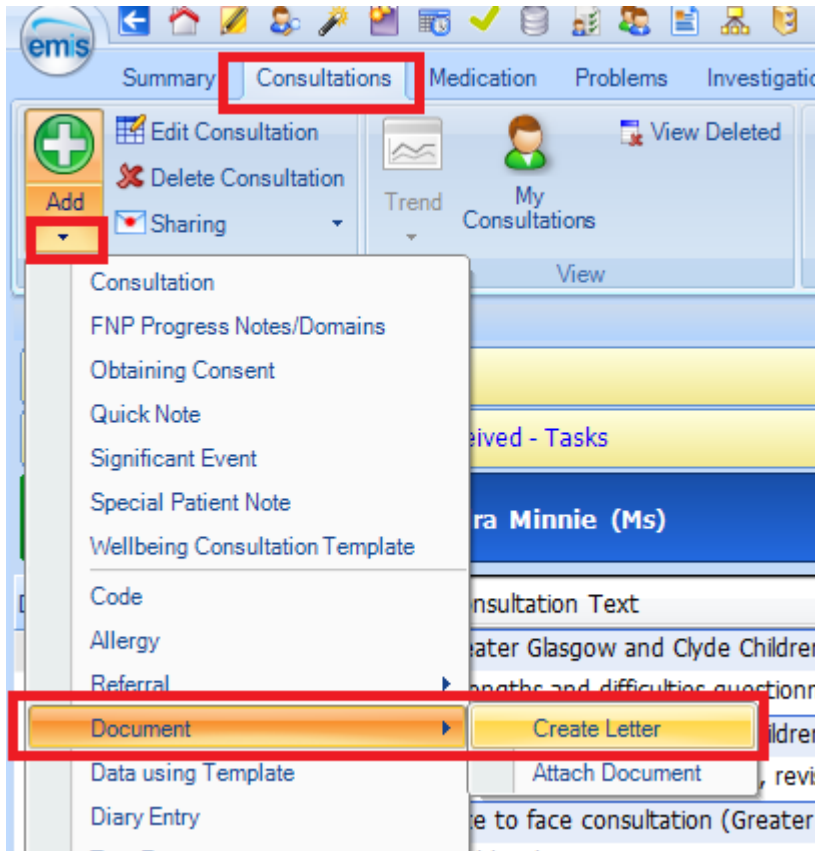
## How Patients Enter the Waiting Rooms – Patient Letters

There is a number of EMIS patient letters also available on EMISWEB. Within the letters there is a QR code allowing the patient to scan this on their phones to enter the waiting areas and or they can type in the web link.

You can use the book and print option. Meaning you can do the letter and the appointment at the same time.



Or you can create the letter from the Care Record.



Letters that are available are as followings (please search for VIDEO then the waiting room you have access to and want your patient to appear in e.g. Glasgow City)

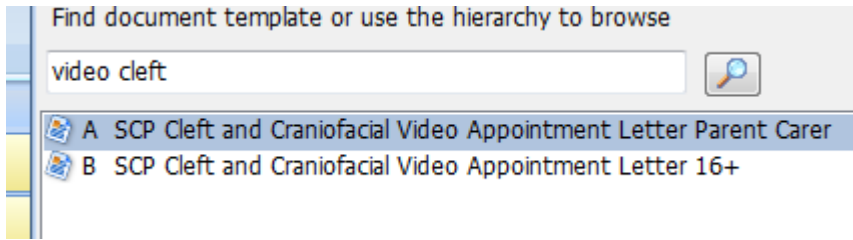
**Glasgow Waiting Area**

- Video Appointment Letter +16 (SCS Glasgow City) Generic
    - Video Appointment Letter Parent/Carer (SCS Glasgow City) Generic

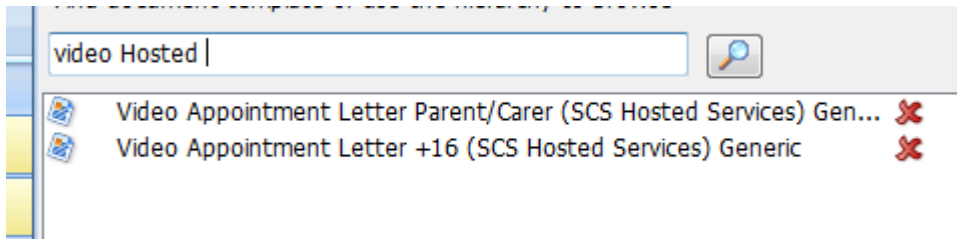
**Inverclyde Waiting Area** – Inverclyde have more as there are the pilot team for Attend Anywhere

- video inverclyde
- A Inverclyde CAMHS Video Appointment Letter +16
  - B Video Appointment Letter +16 (SCS Inverclyde) Generic
  - C SCP Inverclyde Video Appointment Letter Parent Carer
  - D SCP Inverclyde Video Appointment Letter +16
  - E Inverclyde CAMHS Video Appointment Letter Parent Carer
  - F Video Appointment Letter Parent/Carer (SCS Inverclyde) Generic

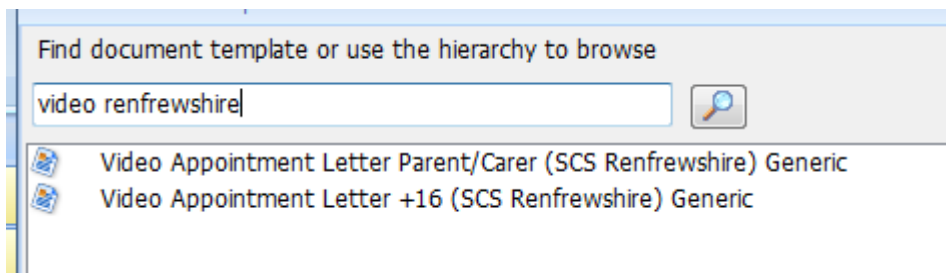
**Cleft Waiting Area**



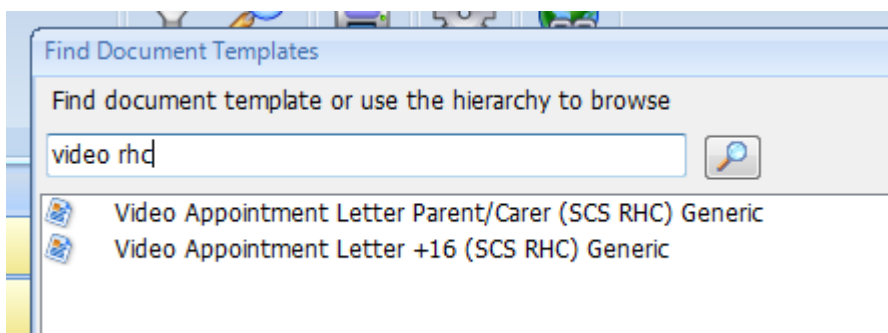
**Hosted Area**



**Renfrewshire Area**



**Royal Hospital for Childrens – Note search for Video RHC**



**West Dun Waiting Area** - West Dunbartonshire Areas have more letters as they are using Attend Anywhere already

