

SCP VIDEO APPOINTMENTS

DEALING WITH PATIENTS WHO HAVE AN APPOINTMENT BOOKED INTO THE APPOINTMENT BOOK.

Staff should carry out a risk assessment for patients who have an appointment already scheduled.

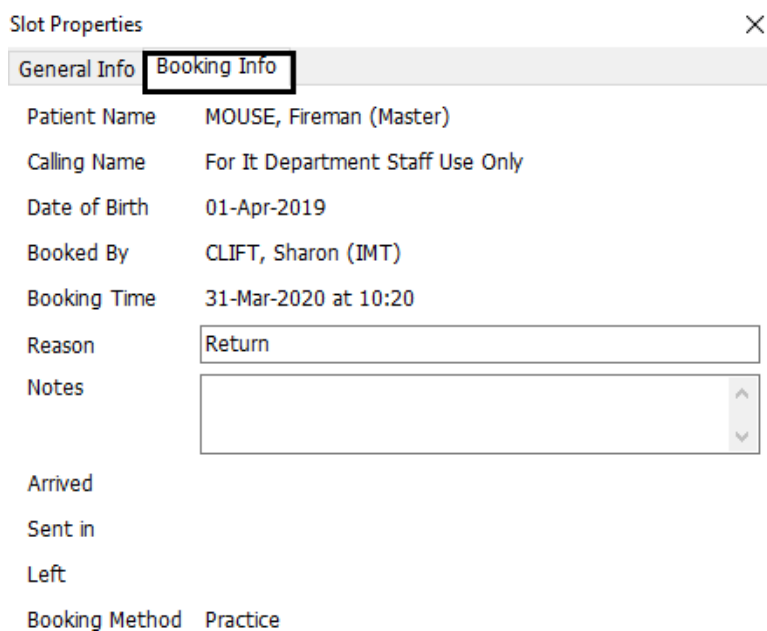
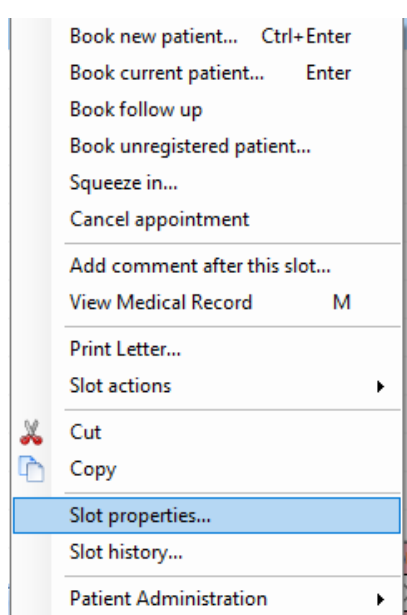
If it is deemed the patient is to be video called or telephone called the appt is **not** cancelled but edited.

If the appointment will not be carried out, either face to face or via telephone or video call the appointment should be cancelled choosing the cancelation reason of **cancelled by clinician or cancelled by patient/carer.**

CHANGING A BOOKED APPOINTMENT TO A VIDEO APPOINTMENT

Time	Description / Patient Name	Reason
08:00		
08:30	MOUSE, Fireman (Master)	Return

Right click on the appointment you want to convert to a video appointment and choose Slot Properties. This will open the slot properties window.



On the **booking Info** page delete the slot reason (in this case return) and type V and this will give you the options shown below. Select Video Call from this list and click ok

Slot Properties ×

General Info **Booking Info**

Patient Name MOUSE, Fireman (Master)

Calling Name For It Department Staff Use Only

Date of Birth 01-Apr-2019

Booked By CLIFT, Sharon (IMT)

Booking Time 31-Mar-2020 at 10:20

Reason **video Call**

Notes **Video Call**
Vision CDC Clinic
Vision Joint Functional Clinic
Visual Impairment Review Group (VIRG)

Arrived


Sent in

Left

Booking Method Practice

OK Close

No Changes to the general info page should be made. You are not changing the slot type, only the reason to show that the appointment will now be carried out via video call.

Time	Description / Patient Name	Reason
08:00		
 08:30	MOUSE, Fireman (Master)	video Call
09:00		

You should then send out a letter as detailed below. To create the letter from an already booked appointment you can right click on the appointment and select Print Letter. Alternatively you can create the letter from the Care Record.

BOOKING A NEW APPOINTMENT

For new appointments a risk assessment should be carried out **before** the appointment is booked.

The appointment should then be booked as normal, with the exception of the use of Video Call as the **Reason**

You can select the letter template here to create directly, or you can create the latter in the care record after the appointment has been booked.

HOW PATIENTS ENTER THE WAITING ROOMS – PATIENT LETTERS

There are a number of EMIS patient letters also available on EMISWEB.

Within each letter there is a QR code allowing the patient to scan it on their phone to automatically enter the waiting areas and or they can type in the web link.


CREATING A LETTER FROM THE APPOINTMENT BOOK

You can use the book and print option (or right click and print letter if the appointment has already been created). Meaning you create the letter and the appointment at the same time.

Reason

Booking notes

Slot type

Letter/slip (optional) 

Mobile number

Email address

Additional Information

Future Appointments

Wed 01-Apr-2020 at 08:30	CLIFT, Sharon (IMT)
--------------------------	---------------------


Past Appointments

Mon 16-Mar-2020 at 10:00	CLIFT, Sharon (IMT)
Mon 02-Mar-2020 at 15:00	CLIFT, Sharon (IMT)

Use the spyglass to search for the letter you want and then choose book and print.

In the print window select your printer. **Ensure you tick the box that says "save in patient record"** then click Ok


Select document template

Template 

Printer

Save in Patient Record

Description

Document Type 

Select document template X

Template: Video Appointment Letter Parent/Carer (SCS Glasgow City) Ge

Printer: Templeton

Save in Patient Record

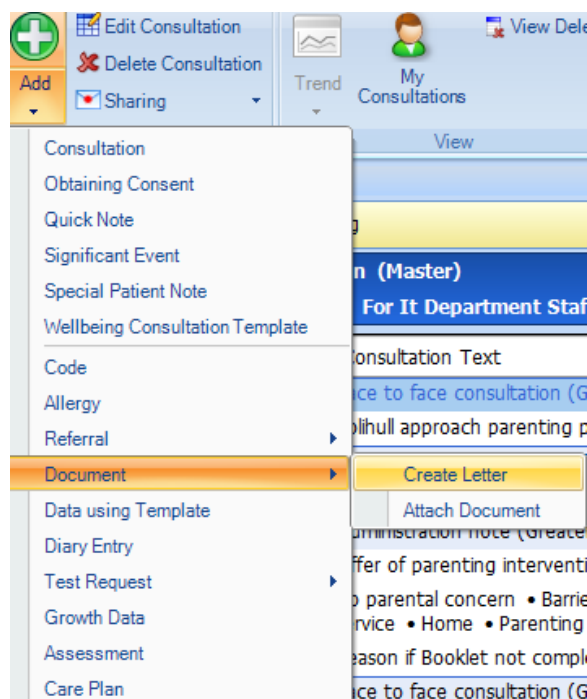
Description: ppointment Letter Parent/Carer (SCS Glasgow City) Generic

Document Type: Letter sent to relatives

OK Cancel

CREATING A LETTER FROM THE CARE RECORD

From the care record you can select Add → Document → Create Letter within consultations (or just add → create letter if you are in the document tab)



If creating a letter from the care record you must type the date and time of the appointment in the body of the letter. If you create the letter from the appointment book the appointment details will be added to the letter automatically.

LIST OF LETTERS

The 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

Find Document Templates

Find document template or use the hierarchy to browse

Video glasgow

- Video Appointment Letter Parent/Carer... ✕
- Video Appointment Letter +16 (SCS Gla... ✕

GLASGOW WAITING AREA

- └ Glasgow City Generic
 - 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

Find document template or use the hierarchy to browse

video cleft

- A SCP Cleft and Craniofacial Video Appointment Letter Parent Carer
- B SCP Cleft and Craniofacial Video Appointment Letter 16+


HOSTED AREA



video Hosted |

- Video Appointment Letter Parent/Carer (SCS Hosted Services) Gen... ✕
- Video Appointment Letter +16 (SCS Hosted Services) Generic ✕

RENFREWSHIRE AREA

Find document template or use the hierarchy to browse


 



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

ROYAL HOSPITAL FOR CHILDRENS – Note search for **Video RHC**







Find Document Templates

Find document template or use the hierarchy to browse

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

WEST DUN WAITING AREA - West Dunbartonshire Areas have more letters as they are using Attend Anywhere already

-  SCP West Dun Video Appointment Lett...
-  West Dun CAMHS Video Appointment L...
-  Video Appointment Letter Parent/Carer...
-  Video Appointment Letter +16 (SCS We...
-  SCP West Dun Video Appointment Lett...
-  West Dun CAMHS Video Appointment L...