

Inhealthcare Connect

Appointment booking and video conferencing

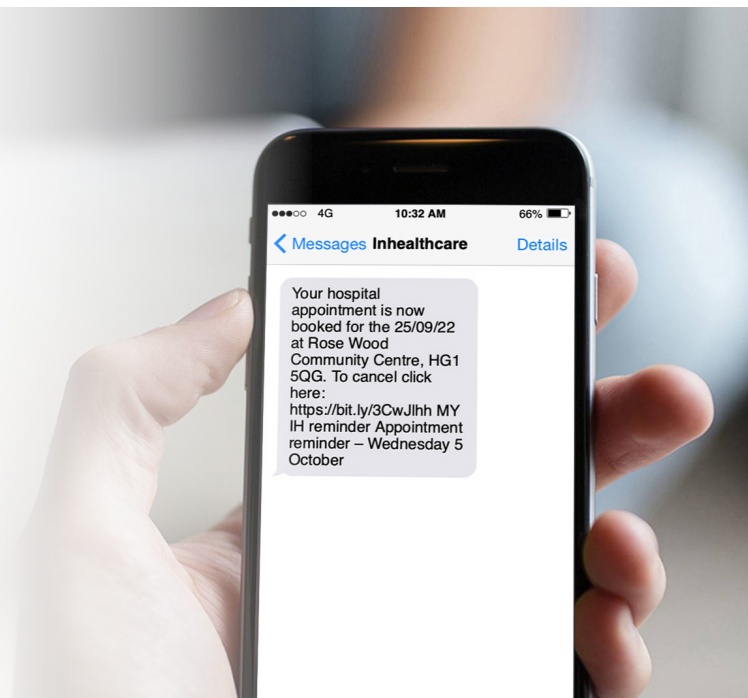
Background

- The Long Term Plan issued in 2019 mandates that the NHS must reduce face-to-face outpatient appointments by one third.
- Consumers are increasingly looking to use online channels, rather than face-to-face.
- Technology can significantly improve productivity and drive down costs for the NHS.

Solution

Inhealthcare Connect allows patients to **book, change, cancel** and **attend hospital or GP appointments virtually**. It allows clinicians to manage appointment bookings and deliver care through either video conferencing or telephone. Questionnaires can also be sent to the patient pre or post the appointment to gather any additional information required.

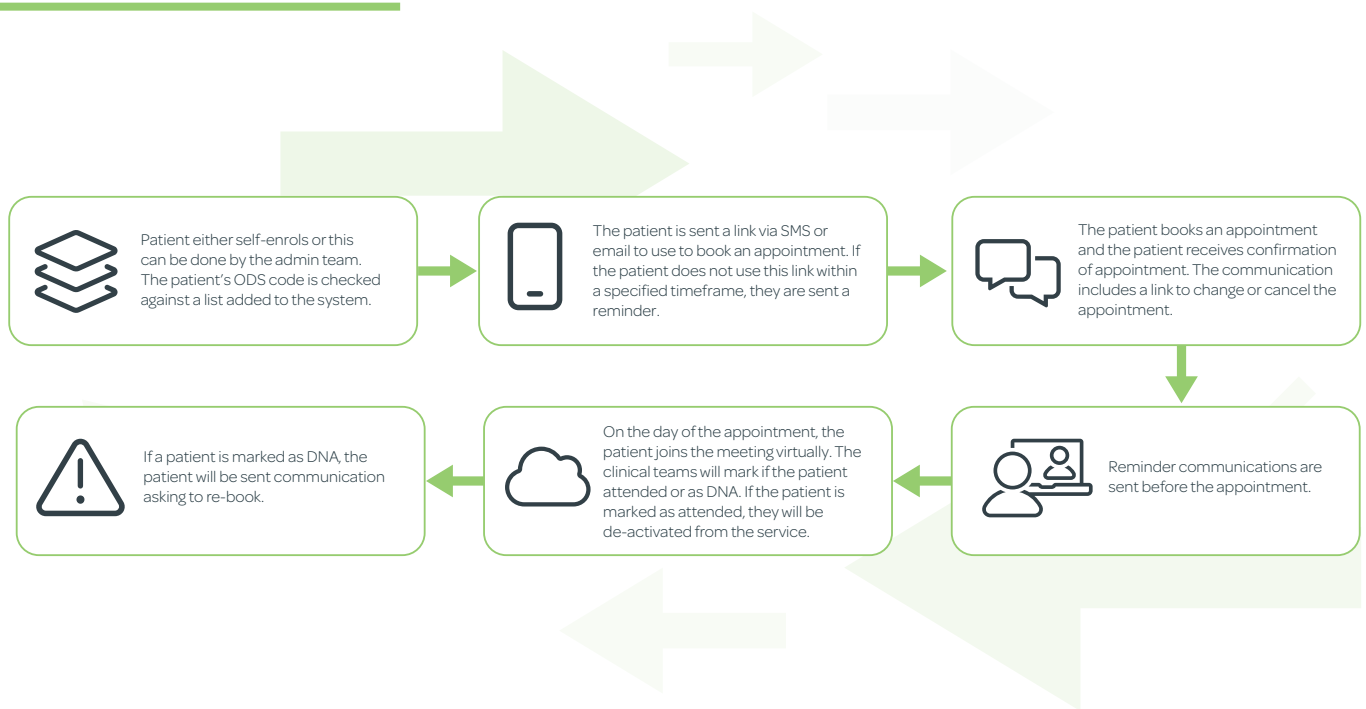
If the patient has a mobile number on the system, they will be sent an SMS to book their appointment, otherwise an email is sent. The patient clicks on a link where they can either book, change, cancel or attend an appointment.



Key features and capabilities of the service

- ✓ Video, voice and physical appointment delivery.
- ✓ Patient flow and clinic list management.
- ✓ Ability to book, cancel and change appointments.
- ✓ Pre and post appointment questionnaires.
- ✓ Appointment reminders.
- ✓ Hospital or GP System integration.

How the service works



Benefits

- Meets growing patient demand for digital healthcare.
- The automated system removes the administrative workload for staff, saving time.
- Patients can easily change appointments, reducing DNAs.
- Helps providers to manage clinic capacity.
- Seamless integration into hospital and GP systems.

Video conferencing

Our video conferencing solution sits within the HSCN network, meaning your meeting, whether it's between a healthcare professional and a patient or between colleagues, is safe and secure.

Key features

- ✓ Accessible over a web browser and does not require a separate application, making it easy to use.
- ✓ There is no limit to the length of the video conferencing sessions.
- ✓ The user has control over whether they enable their camera or can just use their microphone.
- ✓ Includes a chat functionality.
- ✓ Can be used for patients in their own homes or care homes.
- ✓ Integration into GP and hospital PAS systems.