

Cardiology ECG & Echo Report Enhanced Advice & Guidance



Users can combine Phone, Messages and Photos, via the Consultant Connect App, to get A&G

Consultant Cardiologist target response times:

By phone 60 seconds By message or photo within 8 hours (with a 1-hour target for 80% of messages)



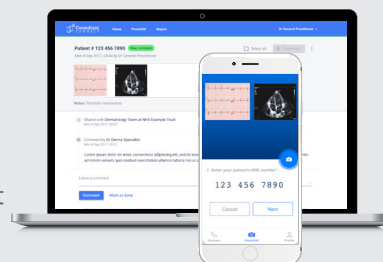
GP, Community Advanced Nurse Practitioner or A&E Doctor (User) needs specialist advice for a patient who has had an ECG or Echo Report.



User attaches ECG or Echo Report via the Consultant Connect Dashboard or takes a photo of ECG or Echo Report with smartphone via the Consultant Connect App, and sends to one of our networked Consultant Cardiologists. The User can include a short message with relevant information (e.g. patient clinical history, demographics, risk factors of heart disease). This opens the case.



For Urgent Cases: The User can use the app to call immediately after sending the initial message with image to speak about it sooner. The Consultant Cardiologist can then review the image.



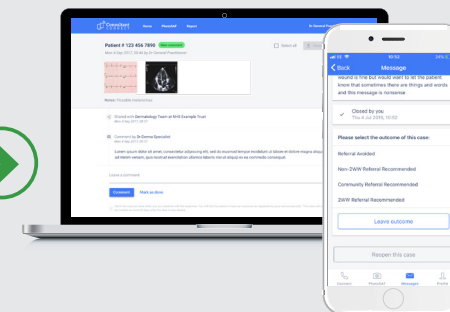
Instant Notification



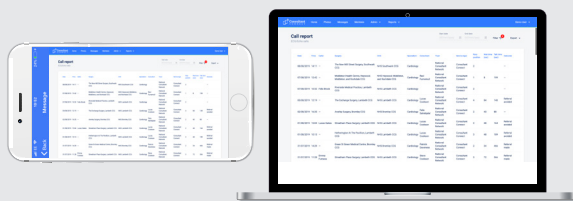
The system routes the message to available Consultant Cardiologists, each receiving an instant notification on their phones (or desktop computers).



A Consultant Cardiologist responds to the query on their desktop or in the app. The User can see when their message has been picked up and is being replied to.



The outcome along with all the case information is available via an online dashboard in real time, which is available to the clinicians and relevant individuals from the respective organisations.



At the end of the conversation either the User or Consultant Cardiologist provides an outcome of the interaction (e.g. outpatient referral avoided, patient sent to A&E, patient discharged from A&E) which closes the case. The images and notes from the case can be exported as a PDF and attached to patient records.



Alternatively, for more complex queries, the Consultant Cardiologist could opt to call the User directly via the app. If they don't connect (e.g. the User is busy) the Consultant Cardiologist can use messages or photos or both to communicate with the User. The User can respond by any of these options or a combination of them.