

PIFUs - Patient Initiated Follow-Ups

Easy and secure patient follow-up consultations by telephone

Option 1: Patient calls, clinician answers



Patient calls local telephone number.



- Call is put through to a 'rota' of on-call clinicians
- If the first clinician is unable to answer, the call moves on to the next



Clinician answers, delivers follow-up consultation

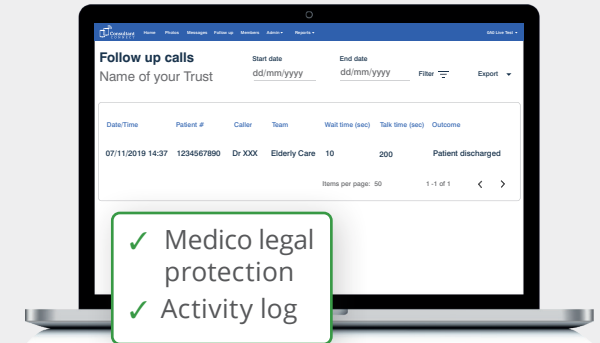


Patient Discharged

Further telephone follow-up consultation is scheduled

Further face-to-face follow-up consultation scheduled

Consultant Connect tracks and records incoming patient calls



- ✓ Medico legal protection
- ✓ Activity log

Option 2: Patient calls, clinician calls back



Patient calls local telephone number.



- Call is put through to the Medical Secretary
- Call back is scheduled



Clinician calls patient back, delivers follow-up consultation

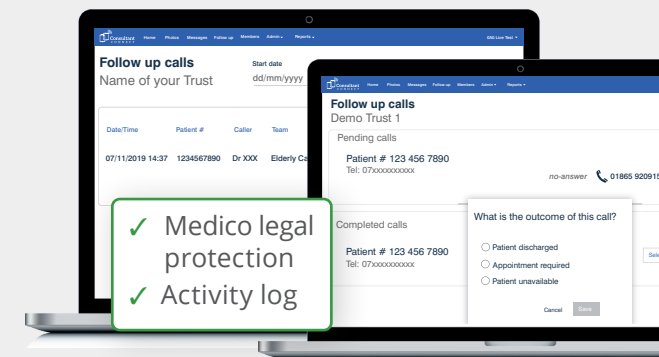


Patient Discharged

Further telephone follow-up consultation is scheduled

Further face-to-face follow-up consultation scheduled

Consultant Connect tracks and records clinician calls to patients, including answerphone messages



- ✓ Medico legal protection
- ✓ Activity log

W: consultantconnect.org.uk

E: hello@consultantconnect.org.uk T: 01865 261467

Consultant Connect | One St Aldates | Oxford | OX1 1DE

PN 165/0220

