

Photo Messaging Advice & Guidance

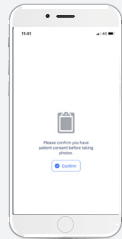
Photo Messaging via Consultant Connect is increasingly being used in the NHS for Ophthalmology Advice & Guidance.

An optometrist, GP or other clinician (user) can access the Consultant Connect service in two secure ways:

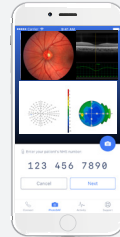
OPTION 1: Via the Consultant Connect App

The user downloads the app from their app store, then:

- Signs up using their NHS email address
- Once sign up is complete, the user will be presented with a list of messaging and/or calling options



User opens Consultant Connect App and takes photo(s) using the PhotoSAF feature.



User types or dictates a message and shares with the Ophthalmology team (photos and messages are automatically saved on the Consultant Connect Platform).



The Ophthalmology team is alerted to the message via an email (with a link) and a notification on the app and their platform inbox. An Ophthalmologist can then respond.



To close the case either the user or the Ophthalmologist provides the outcome of the interaction. The conversation is securely saved.

The images and notes from the case can be downloaded to a secure file location on the user's computer via the Consultant Connect platform as a PDF and attached to patient records.

OPTION 2: Via the Consultant Connect platform on their computer

To create an account, the user uses their computer and visits consultantconnect.org.uk/signup, then:

- Signs up using their NHS email address
- Once sign up is complete, the user will be able to use the messaging function to upload files/images from their computer and send these to the Ophthalmology team for Advice & Guidance.



User logs in via consultantconnect.org.uk/service/login, selects 'Messages' from the menu and 'New Message' to upload files/photos.



User types a message and adds the patient's NHS number if available and shares message and image(s) with the Ophthalmology team.



The Ophthalmology team is alerted to the message via an email (with a link) and a notification on the app and their platform inbox. An Ophthalmologist can then respond.



To close the case either the user or the Ophthalmologist provides the outcome of the interaction. The conversation is securely saved.

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FOR MORE COMPLEX QUERIES: The Ophthalmologist could opt to call the user directly via the Consultant Connect App. If they don't connect (e.g the user is busy) they can use the messages feature on the app to communicate with the user. The user can respond by any of these options or a combination of them.