

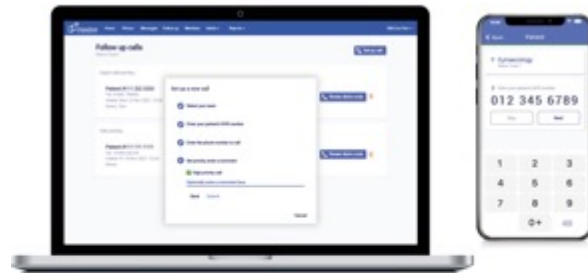
# Virtual Consultations - Patient Connect

## How it works

Patient Connect enables clinicians to easily set up and deliver telephone follow up consultations via Consultant Connect.

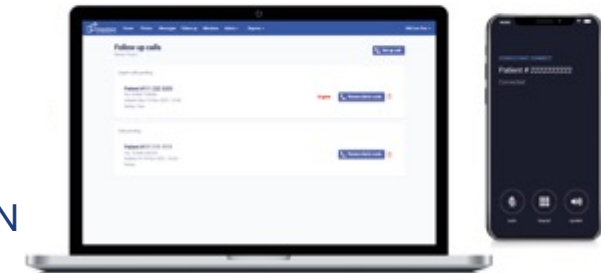
### 1. Set up the call

Enter the patient's NHS number and telephone number



### 2. Speak to the patient

Through the app or by dialing the unique Dial-In Number and PIN



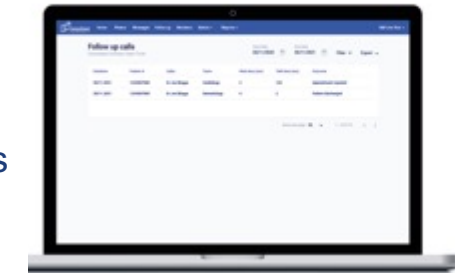
### 3. Select call outcome

'Patient discharged'  
'Appointment required'  
'Patient unavailable'



### 4. Access call reports

All calls, including answerphone messages are recorded and tracked



# Patient Connect

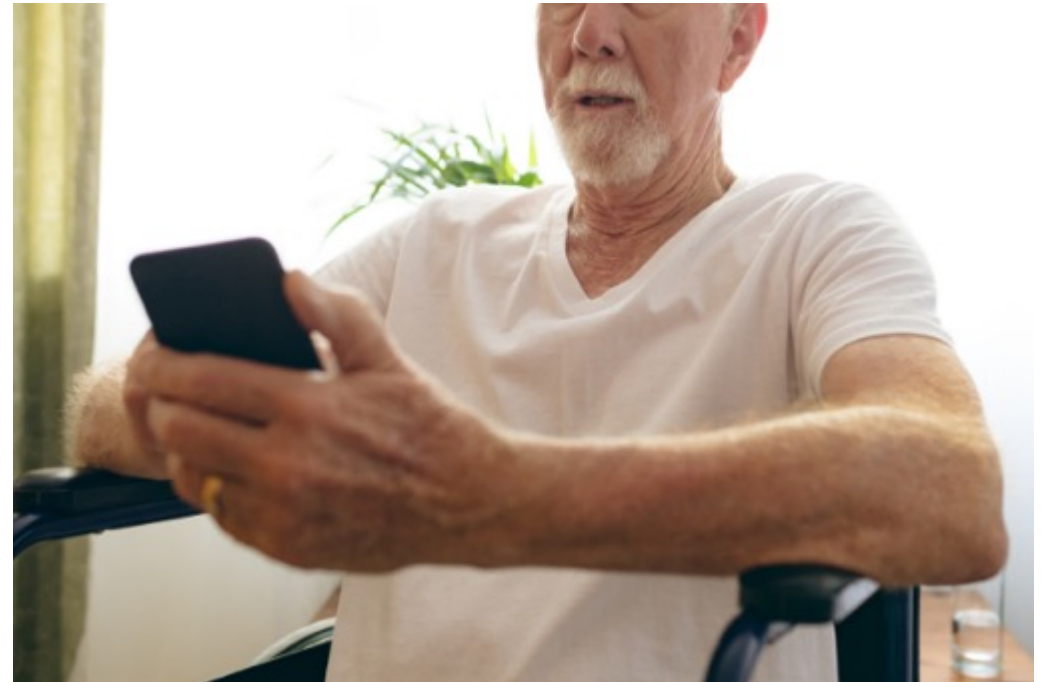
## Key benefits

### For clinicians:

- ✓ Ability to contribute significantly to patient care whilst working remotely or at home.
- ✓ The call recordings are also being used to deliver appropriate training.
- ✓ They only see the patients they need to see.

### For patients:

- ✓ Instant reassurance, avoidance of stress or worry.
- ✓ Avoidance of costs (childcare, missing work) and disruption through unnecessary hospital visits and long waits.
- ✓ Right care, faster.



# Patient Connect | In Practice

## NHS Lanarkshire – Emergency Medicine

NHS Lanarkshire has seen a significant impact since introducing the 'Patient Connect' service in December 2020 at University Hospital Monklands, with the aim of getting patients the right care faster and first time. Since the launch, **3,470 calls to patients have been made**, with **25% of calls resulting in the patient not having to attend A&E as a result**.

[Click here to read the full case study.](#)

