

Did you know...

... you can use the 'Call back' feature to make a rapid telephone call to the clinician seeking advice?

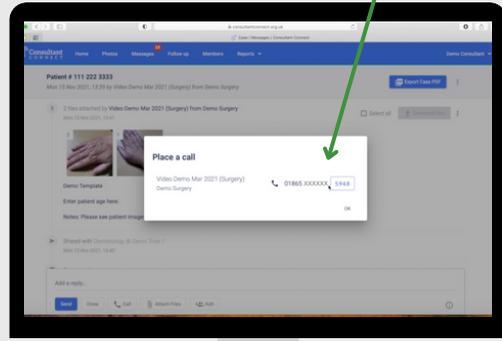
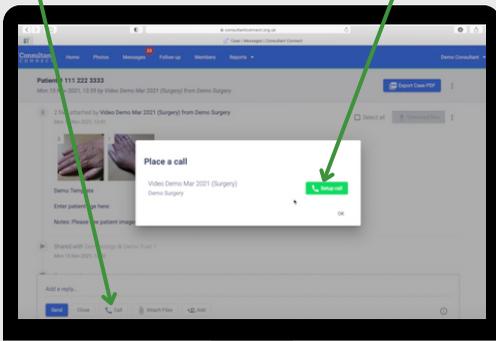
In areas where this feature is enabled, clinicians use Messaging for group or clinician-to-clinician pre-referral advice or communication. Messaging can be accessed via Consultant Connect in the app or in your browser. Photos and files can also be attached to messages.

How it works

1 Click the 'call' button.

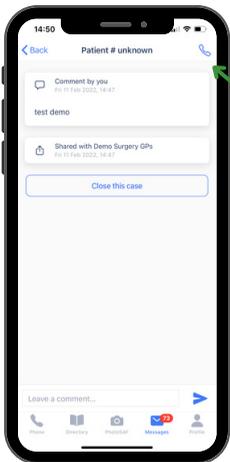
2 Then, click 'Start Call'.

3 Call the telephone number on screen from any phone. You will hear an automated message asking you to enter the 4 digit code displayed on screen.



4 Speak to the clinician to discuss the patient case. All calls, including answerphone messages, are recorded and tracked. Once the query has been resolved, you or the clinician can close the case and leave an outcome.

Hints and Tips



If other clinicians in your team have responded to the message thread, you can also call them directly using the 'Call back' feature.

You can also use the 'Call back' feature when using the Consultant Connect App to respond to a Messaging Advice & Guidance query. Simply tap the phone icon on the top right-hand corner of the open message screen to call the clinician directly.

To access Consultant Connect in your browser, visit: consultantconnect.org.uk/service/login