

Consultant Connect

Advice & Guidance Service

Consultant Connect routes Advice & Guidance (A&G) calls from clinicians to specialists either through existing or new channels. Specialist clinical teams can set a 'rota' consisting of one or several telephone lines, anonymised to clinicians seeking Telephone A&G.

By using Consultant Connect, insightful data can be collected and downloaded by teams such as logs of Telephone A&G sought and given, as well as call recordings for medico-legal purposes. The Consultant Connect App is free to download from the App Store or Google Play and can also be used by secondary care clinicians.

App features for secondary care clinicians

Easy to make phone calls*

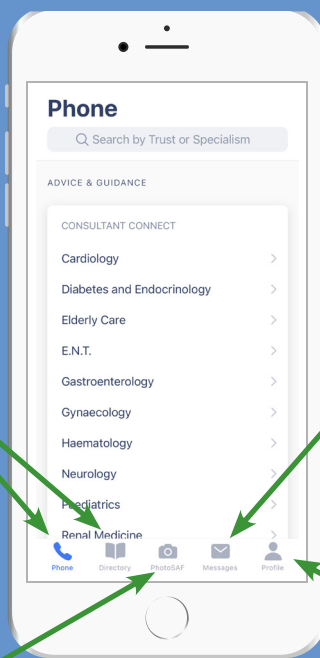
- Across your hospital
- To other healthcare professionals
- To GP practices via Bypass Numbers avoiding lengthy queues on switchboards

The app is your pre-programmed phone directory. All calls are recorded for medico-legal purposes and can be listened back to and downloaded at any time in your browser.

Quick to take secure clinical photos*

Images are:

- Stored in an IG-secure cloud
- Not stored on your phone
- Sent to your NHS email address with a PDF summary



Simple to send secure messages*

In areas where this feature is enabled:

- Send instant messages and photos directly to other clinician colleagues
- Access a full log of all messages sent and received

View your account settings

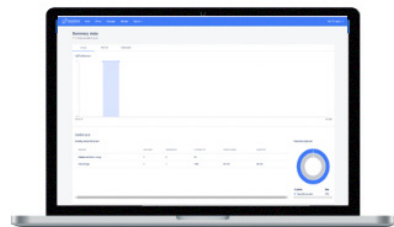
- Toggle between organisations if you are a locum practitioner or work across multiple sites. If you require additional workplaces on your account, please get in touch



*Please note available specialties and service features will differ by hospital

Accessing your Consultant Connect activity

- Sign in to Consultant Connect in your browser using the same credentials for the app or register using your NHS email address.
- You can access your Consultant Connect activity and download your call recordings. Click on 'Reports' then 'Call Reports' in the top menu bar. Here you'll see a breakdown of the calls you have made/answered, including the patient identifier and outcomes provided. Clicking the cloud icon will download an MP3 file of the recording to your device.
- You have access to photos you have saved and messages you have sent/answered by clicking 'Photos' or 'Messages' respectively in the menu. You can download this data as a PDF to your device at any time.



Providing access to Consultant Connect activity

- Users can only access and download call recordings, messages, and photos they have made, sent or taken. To grant users with additional PID access, please contact hello@consultantconnect.org.uk.

For more information, contact us:

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