***Patient provisionally accepts***

***If suitable***

Clinician records on outcome form ‘Follow-up’ (face to face)

***Patient Declines***

Continue with normal booking process for face to face FU

Clinician records on outcome form ‘Next App – Video Consultation’

Suitability criteria included in SOP

Pt confirms personal details are up to date with reception

Video Consultation FU Access Plan is created

Patient offered appointment by video call

Clinician determines suitability of patient for appointment via Attend Anywhere

Implementation and set up inc. clinic template, outcome form, IT equipment & SOP approved

Clinician provides patient with ‘AA patient info’ leaflet & advises patient to update personal details at reception

Appointment booked in relevant Lorenzo ‘Video’ Session

**Appt booked triggers:** Video Call appt letter

***Patient Opts Out***

Patient advised to call booking, if they want to opt out of video consultation

Remove VC access plan Continue with normal booking process for face to face FU

Reception Team

Booking Team

Clinician

**Key: Roles & Responsibilities**

Multiple Teams

**Roles and Responsibilities: Enrolling & Booking Patients to Video-Consultation Follow-Up Appointment**

**Roles and Responsibilities: Conducting a Video-Consultation Appointment**

Clinician logs on to Attend Anywhere and enters waiting room as a S*ervice Provider*

*Service Provider* selects the appropriate patient in the waiting area and joins the call

Patient *(Caller)* accesses the Attend Anywhere waiting room via manually entering URL link

Patient waits in waiting area until a *Service Provider* joins the call

**Video Consultation Starts**

**Video Consultation ends *Service Provider* selects ‘end call for both’**

Patient *(Caller) is* automatically directed to online feedback survey

*Clinician* completes outcome form and dictates letter as normal

Admin staff ‘outcome’ appointment on Lorenzo

***Clinician decides if appt requires rebooking OR if Telephone consultation is appropriate***

***Issue unresolved***

*Service Provider* contacts patient via telephone contact no

Technical Problems?

Press ‘call refresh’ button

***No***

***Yes***

**Video Consultation Takes Place**

***Issue resolved***

*Service Provider* runs through basic troubleshooting

***Issue unresolved***