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

Clinician determines suitability of patient for appointment via DrDoctor – through referral triage

Suitability criteria included in SOP

***If suitable***

***Patient provisionally accepts***

OP letter is sent which provides patient with ‘DrDoctor patient info’ leaflet & advises patient to update personal details at reception

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

Patient offered appointment by video call

Video Consultation New Access Plan is created

Pt confirms personal details are up to date with reception

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

Continue with normal booking process for face to face NEW

***Patient Declines***

Clinician records on Lorenzo - New (face to face)

Appointment booked in relevant Lorenzo ‘Video’ Session

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

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

***Patient Opts Out***

**Roles and Responsibilities: Enrolling & Booking Patients to Video-Consultation Appointment (NEW)**

Reception Team

Booking Team

Clinician

**Key: Roles & Responsibilities**

Multiple Teams

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

**Roles and Responsibilities: Enrolling & Booking Patients to Video-Consultation Appointment (F/UP)**

***If suitable***

***Patient provisionally accepts***

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

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

Clinician determines suitability of patient for appointment via DrDoctor

Patient offered appointment by video call

Video Consultation FU Access Plan is created

Pt confirms personal details are up to date with reception

Suitability criteria included in SOP

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

Continue with normal booking process for face to face FU

***Patient Declines***

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

Appointment booked in relevant Lorenzo ‘Video’ Session

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

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

***Patient Opts Out***

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

Clinician logs on to DrDoctor and goes into the staff portal to see patients waiting

Clinician selects the appropriate patient in the waiting area and joins the call

Patient *(Caller)* accesses their DrDoctor video appointment via link sent to them through text or email

Patient waits in consultation until clinician joins the call

**Video Consultation Starts**

**Video Consultation ends Clinician selects ‘end meeting for all’**

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***

Clinician contacts patient via telephone contact no

Technical Problems?

Check basic troubleshooting information on Trust website

***No***

***Yes***

**Video Consultation Takes Place**

***Issue resolved***

Clinician runs through basic troubleshooting

***Issue unresolved***