Health *Call*

NHS

Digital Outpatients

Background

The Long Term Plan issued in 2019 mandates that the NHS reduces face to face outpatient appointments by one third. The aim is to encourage services to be arranged around people's lives and embrace new technology.

This work also plays a significant role in supporting hospital services during the COVID-19 pandemic and will be key to the recovery of out-patient services going forward.

Digital Outpatients gives hospitals a way of managing their out-patient clinics digitally. The service means that healthcare teams can manage a mix of face to face, telephone and virtual interactions. Plus manage the workflow and outputs from the consultation using digital tools.

The end-to-end digital application enables hospitals to manage their outpatient services.

Trusts can choose from these modules:

- Preferences
- Correspondence (digital letters)
- Appointment reminders
- Pre-assessment questionnaires
- Video consultation
- COVID Safe Check arrivals
- PROMs / post-assessment questionnaires

How it works

Digital Outpatients integrates with the existing Patient Administration System (PAS) or Trust Integration Engine (TIE) and means that patients and clinicians can interact digitally, without the need for additional manual input.

Patients can set their contact preferences for their outpatient appointment such as videoconference, voice call or face-to-face. They can also set their communication preferences, whether that's text, email or post.

Product features

- The clinic list shows which patients are booked each day and their time slot and can be customised to display the whole department, or individual clinicians.

- Patients seamlessly transition between different states such as when they have arrived (virtually or in person where they can be held in the 'car park' until requested to come into the clinic area) or if their consultation is in progress.

- In virtual consultations, patients are sent links via SMS to join a video conference. They can opt to join on audio only or share video. Clinicians can also share screens or images.

- Clinicians have access to video conferences from their clinic list. Here, they can access via a video conference or contact the patient directly.

- Patients who are unable to attend or do not arrive are put into a separate clinic list. Tasks are generated to confirm the next steps for non-arrivals which is fed back to the clinical system.

- Clinicians can complete forms which detail next steps for the patient and any outcomes from their consultation. These are integrated back into the clinical system through an open API.

Digital Outpatients

Benefits

- Manage outpatient services remotely where necessary to reduce the need for face-to-face consultations. This enables patients to be in contact with a health care professional, in the safety and comfort of their own home.

- Seamless integration with the existing clinical system means that no additional manual input is required.

- Video consultations reduce the need for patients to travel for their appointments, reducing CO_2 emissions for a greener NHS and a greater degree of flexibility for the patient.

- Clinicians can conduct consultations from almost anywhere, including their own home.

- Reduces the number of patients in physical waiting rooms, which helps to reduce the spread of infection.

- Multiple users can be invited to access the virtual clinic appointment.

- Physical clinic rooms and waiting room spaces can be freed up for other opportunities.

- Accelerates NHS England's 'The NHS Long Term Plan' to redesign services to reduce face to face contact by a third.

Deployed

Digital Outpatients is currently in pilot and being developed in partnership with County Durham and Darlington NHS Foundation Trust.

You have a Video Consultation today. Here is your link https://inhealthcare.whereby.com/iha3847f8a-5958-406e-9948-c2b107aaa218. You can check the link now. About 10 minutes before your appointment, you will receive a reminder. If you are unable to attend today, please reply with MISS.

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