



How to Use Attend Anywhere

Healthcare Provider Guide

Step 1: Open Google Chrome on your HSE device (PC/Laptop/Smartphone) and enter Attend Anywhere in the Address bar at the top of the screen : <https://consult.attendanywhere.co.uk>. Enter your username and password.



Step 2: Save as 'Favourite' for future use

You can save a website as a favourite and this will mean you do not have to enter the address each time you log on.



- Click on the star until it turns blue. (1) or
- Click on three little dots and click on bookmark. (2)
- The link will be stored in Google Chrome on a bookmark bar on the top of the screen just below the address bar which you can click on each time you have an appointment (3)

Step 3: Monitor your dashboard for calls arriving in your waiting area(s). When a patient arrives in your waiting area, Waiting will change to 1. Click on your waiting area to enter.

If you only have access to 1 waiting area you may skip this step as it will log you directly into your waiting area.



Waiting Areas

Filter



0 WAITING 0 IDLE

0 MINUTES
LONGEST WAIT

0 BEING SEEN

Demo Waiting Area 1

HSE TEST AREA

0 WAITING 0 IDLE

0 MINUTES
LONGEST WAIT

0 BEING SEEN

Demo Waiting Area 2

HSE TEST AREA

This box will state your Waiting Area Name



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Níos Fearr
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Step 4: This takes you into your waiting area where you will see a list of patients waiting. It shows the name of the patient and how long they have been waiting for

The screenshot shows a web browser window with the URL `consult.attendanywhere.co.uk/waiting-area/view-one/13259`. The page title is "Demo Clinic for Patient Test Waiting Area" under the "HSE Test Area". A navigation bar at the top includes "Waiting Areas", "Organisational Units", "Users", and "Reports". A table with the following columns is visible: "Status", "Caller", and "Telephone". The status is "Waiting (0 min)". A sidebar on the right contains several sections: "New caller alerts off", "You do not have the permissions required to join calls", "Waiting Area hours" (06:00 AM to 12:00 AM, Monday to Sunday), "Test my equipment" (with a "Test My Equipment" button), "URL to give people", and "Information for Callers".

Step 5: You can search for a Patient by clicking into the Status box (to the left of Caller) and typing either Firstname, Surname or Phone Number.

When you find the patient you want to start a call with Click on their name. This brings up options to 'Join Call' or 'Notify' (send a text message). 'Notify' can be used to alert the patient if, for example, you are running behind schedule and wish to let them know.

The screenshot shows a web browser window with the URL `consult.attendanywhere.co.uk/waiting-area/view-one/13259`. The page title is "Demo Waiting Area 1 Waiting Area" under the "HSE Test Area". A navigation bar at the top includes "Waiting Areas", "Organisational Units", "Users", and "Reports". A table with the following columns is visible: "Status", "Caller", and "Telephone". The status is "Waiting (0 min)". A context menu is open over the patient's name, showing options: "Join Call", "Notify...", "Call Activity...", and "Participants".

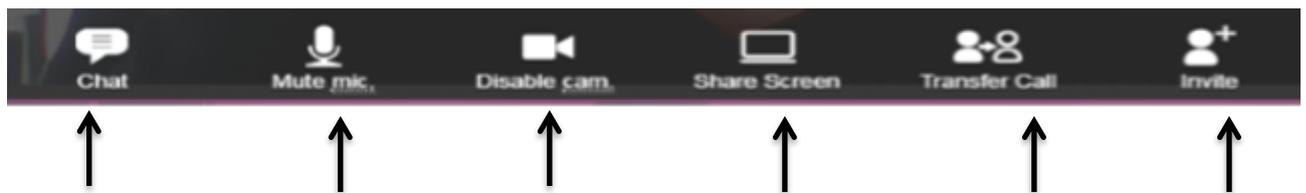
When you are ready to start the consultation click on the line of the patient you want.

Click on the "Join Call" button

Step 6: It then takes up to 10 seconds to connect the video call between you and the patient. A video screen is automatically loaded; the patient will be displayed in the main screen and you in the bottom right corner. You can now consult with the patient.



Step 7: During the call, hover over the bottom of the screen to bring up the menu shown below.



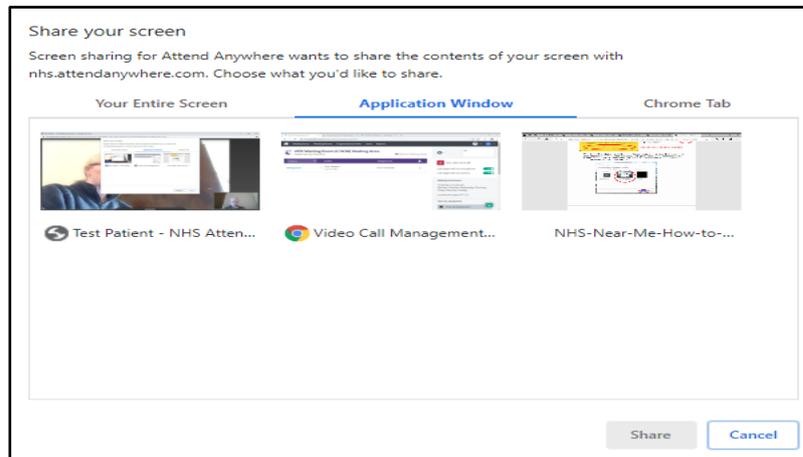
| | | | | | |
|--|---|--|--|--|--|
| <p>This feature can be used to type messages to the patient or send website links etc.</p> | <p>This feature can be used to mute or unmute the microphone during the call.</p> | <p>This feature can be used to enable or disable the webcam during the call.</p> | <p>This feature can be used to share your screen or an individual application with the patient i.e. diagrams, x-rays, webpages etc. (Add-on required)</p> | <p>This feature can be used to transfer the patient to another waiting area if needed.</p> | <p>This feature can be used to invite another person into the call e.g. another healthcare professional or a family member</p> |
|--|---|--|--|--|--|

‘Share Screen’

When you click Share Screen for the first time you may need to install an extension file to your computer. Follow instructions on screen.



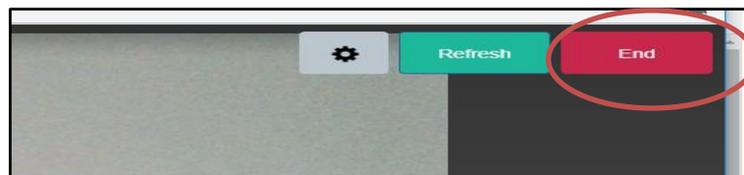
You will see the following pop up where you can decide whether to show your entire screen or just one application



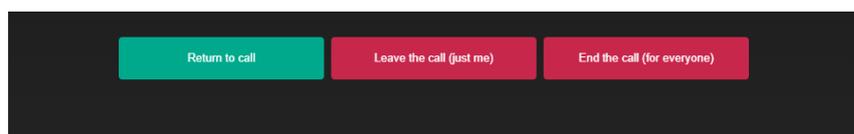
Click on the picture box showing what you want to share (so it becomes highlighted) and click 'Share'.

The patient will then see the application or document that you have selected to share.

Step 8 When you are finished with the call and would like to end it, hover on the screen and in the top right corner click "end".



You will then be given three options.



If you want to transfer the patient to a different waiting room click "Disconnect only me" (middle option). If you want to end the call completely, click "Disconnect me and end video call".