


Visionable – video clinics. Clinicians guide

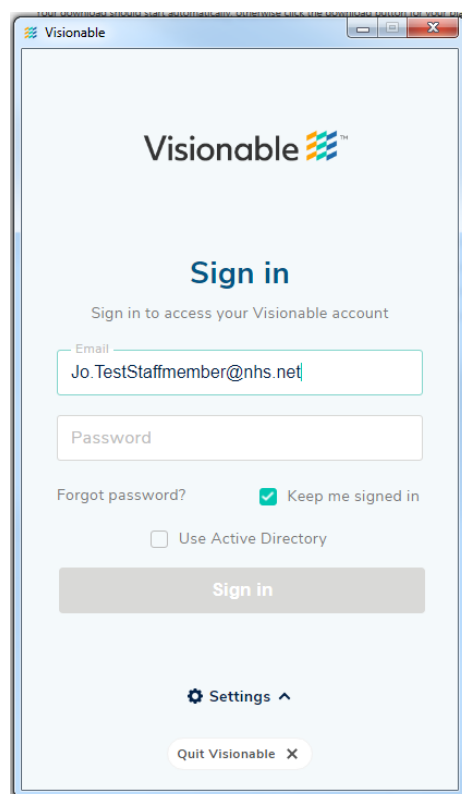
Visionable is a cloud based video consultation service and software used to conduct remote clinics, consultations and meetings between staff and patients, reducing the need for travel for both staff and patients.

HOW TO ACCESS VISIONABLE

Visionable has two parts:

1. Desktop App  for the video clinics.
2. A web-based application for scheduling and seeing patient lists.


Once you have registered for Visionable Account, the Visionable App will be on your desktop and should be on the Task Bar at the bottom of your screen (See Appendix A if not)





When using the APP, always check that the “Settings” are ruh.visionable.com

Enter your username and password, click on “Sign In”

To open the Web Based application, make sure you are in Google Chrome (Click ) go to ruh.visionable.com and sign in with the same username and password



Visionable Checklist


Before you start your clinic, please first please go through the following checklist.

1. When opening the Visionable APP make sure the Settings are set to “ruh.visionable.com”
2. Use Google Chrome to open the Visionable Website (not Internet Explorer)
3. Make sure you are logged into both the APP and the Website before starting your clinic.
4. Remove other audio devices such as a Dictaphones that you are not using for Visionable.
5. Fully close Teams and Zoom, checking the Task Bar and the systems tray (see below)
6. During the clinic when finishing a call, click “complete” on the website AND the red phone on the APP



HOW TO JOIN A CLINIC

Understanding the Live Clinic View

Ensure both the Visionable App  and the Visionable Web Page are open and signed into (see above).

In the web app sign in and click Live Clinic  [Live Clinic](#)

Live Clinic



Saved Filter Sets: [Dermatology](#) ✕

Select Clinics... All Appointment Types ▼ All Appointments ▼ [Save Filters](#) [Clear Filters](#)

Live Clinic	Attendees	Description	Clinician	Appointment ▼	Entered	Waiting
<i>No patients in clinic</i>						
Live Queue	Patient	Description	Clinician	Appointment ▼	Entered	
<i>No patients in queue</i>						
Upcoming Appointments	Patient	Description	Clinician	Appointment ▼		
Cardiology - Dr. Cox clinic	1111111111	MRN 1111111111	Dr Ashley Cox	13/07/2020 at 12:00		
Rheumatology Therapies Virtual Clinic 1	1111111111	MRN 1111111111	Polly	13/07/2020 at 13:30		

Upcoming Appointments show scheduled appointments for today

Live Queue Shows scheduled and drop in appointments that the Patients has opened the link but not yet entered the clinic (you will only see appointments in here momentarily)

Live Clinic shows scheduled and drop in appointments where the patient has entered the clinic. If the  button is blue the clinician has yet to join, if the  button is white at least one clinician has entered the clinic

It is really good practice to filter this web page so that you can only see your clinics (and not accidentally join anyone else's). See Appendix B FAQ

Creating the Appointment

Appointments are created either as scheduled by the admin team or as drop ins (see Appendix B FAQ)

How the patient joins the clinic

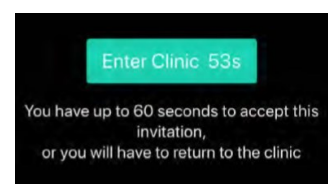
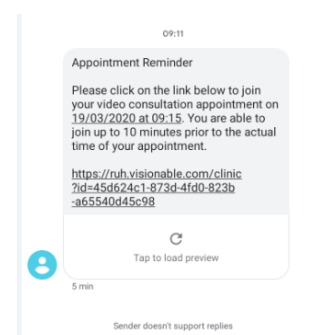
Your patient will have been sent a link to their virtual appointment, either by yourself (dropin) or your admin team (scheduled).

When the patient clicks on the link, the patient's appointment will go into the "**Live Queue**", they are then invited to "Enter Clinic".

The system may then ask them to give permission to access the Mic and Camera on their device

Once they have done this they will get the screen saying "Waiting for Clinician."


At this point the appointment details will be displayed in the "**Live Clinic**"



Block Allow

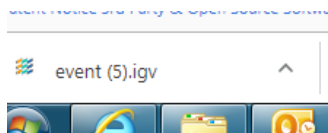


How the clinician joins an appointment

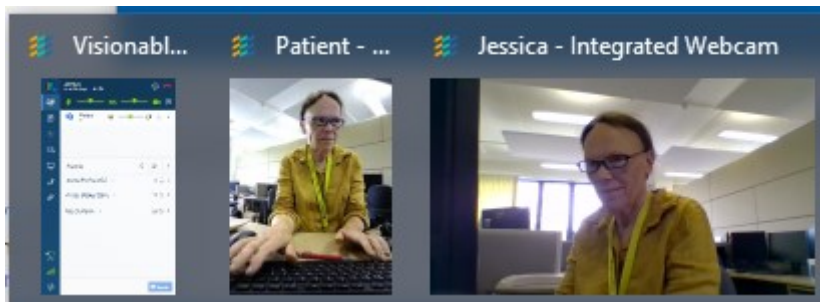
Check you have signed into the APP 
 Find your appointment in the "Live Clinic" view and Click

Join

Open the link at the bottom left of the screen called "event".

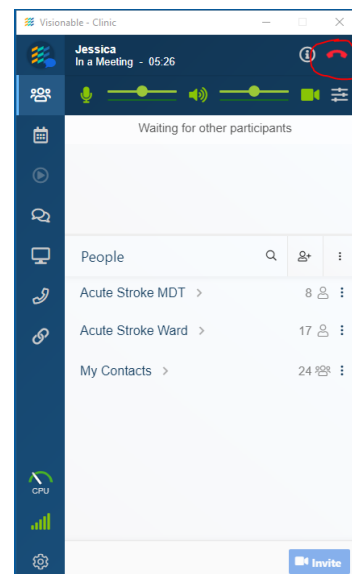


This will start the call in the Visionable App, a video of the patient and a video of you



When finished with the call, press Complete on the web site

Live Clinic	Attendees	Description	Clinician	Appointment	Entered	Waiting
Test Clinic	Patient Jessica	[No Description]	[No Name]	Drop-in	at 12:52	Complete Join



And then click on the  in the APP



WHAT IF YOUR CLINIC IS RUNNING LATE

Speak to admin in your area. They will send a fresh invitation to the patient and warn them you are running late.

CODE OF CONDUCT

RUH staff are expected to conduct clinics and MDTs much like face-to-face clinics and MDTs. The choice of space, background noise, their professional conduct and breeches in confidentiality are handled in the same way.

NHS England Information Governance team encourage homeworking and videoconferencing.

- The consent of the service user is tacit/implicit by them accepting the invite/entering the call.
- Please check what's behind you. Check what you can see over your shoulder...
 - Does NOT include non-relevant patient information. Notes and images.
 - Does NOT include people that aren't involved in the call.
 - Does NOT include any information you wouldn't want others to see.

Patients and staff are welcome to record the session, but only with each party's written consent.

SCRIPT FOR EACH CLINIC CALL

Staff are advised to start all calls with the following:

1. Greetings, introductions.
2. Can they hear/see you all right?
3. Is now a good time to talk still?
4. Are they somewhere quiet where they are unlikely to be interrupted?
5. This system is new and we can call them back on their phone if there are problems, or arrange a face-to-face clinic if necessary. We can also offer Trail Calls on Tuesday and Fridays 10am to 12am 01225 826095



Appendix A – Check List

Please use this check list if you have any issue when using Visionable

1. When opening the APP make sure the Settings are set to “ruh.visionable.com”
2. Use Google Chrome to open the Visionable Website (not Internet Explorer)
3. Make sure you are logged into both the APP and the Website
4. Remove other audio devices such as a Dictaphone that you are not using for Visionable eg Dictaphone
5. Close Teams and Zoom fully. Check the Task Bar and the systems tray (see below)
6. When finishing a call, click complete on the website AND the red phone on the APP






Appendix B – FAQ

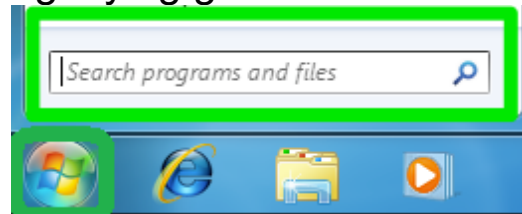
I cannot find the Visionable APP

Step 1. When you log on to your computer the App should appear in your Task bar at the bottom of the screen

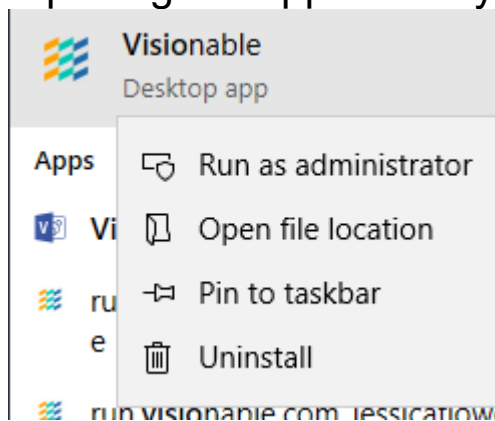



. If not go to the small up arrow on the systems tray (bottom right) bar  and Click on the Visionable Icon 

Step 2. Or Search for it (depending on the Windows version you have either the magnifying glass  or



click on the start icon . Before opening the application you can right Click and

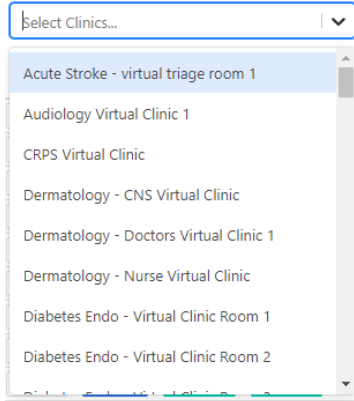


select  “Pin to Taskbar”

How do I set up Clinic Filters

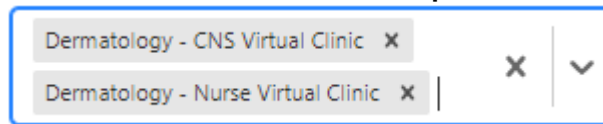
Step 1. Go to Appointment Manager

Step 2. Search for the Clinic using the drop down arrow in



“Select Clinics”

Step 3. Use the slider to find the clinic and click on it. To select another clinic repeat this process

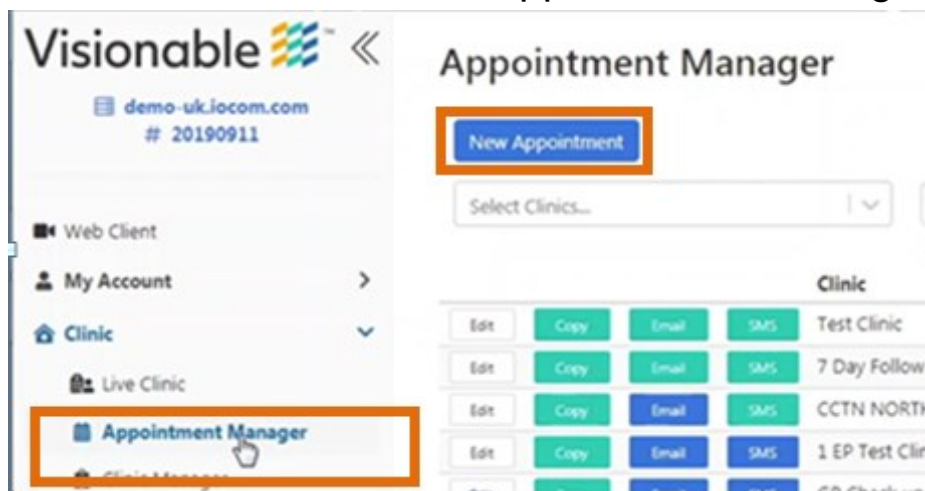


Step 4. Click **Save Filters** and give the filter a name

Step 5. To use click on it in Saved Filters (remember these are only on your account) **Saved Filter Sets:** **Dermatology**

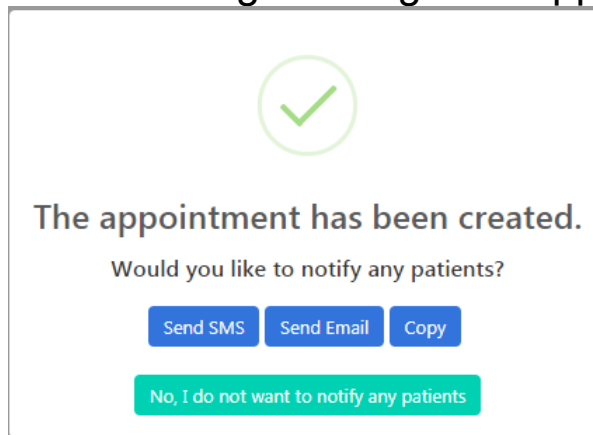
How do I create a drop in Appointment

Step 1. In the Visionable Web Page click on “Clinic” then “Appointments Manager”

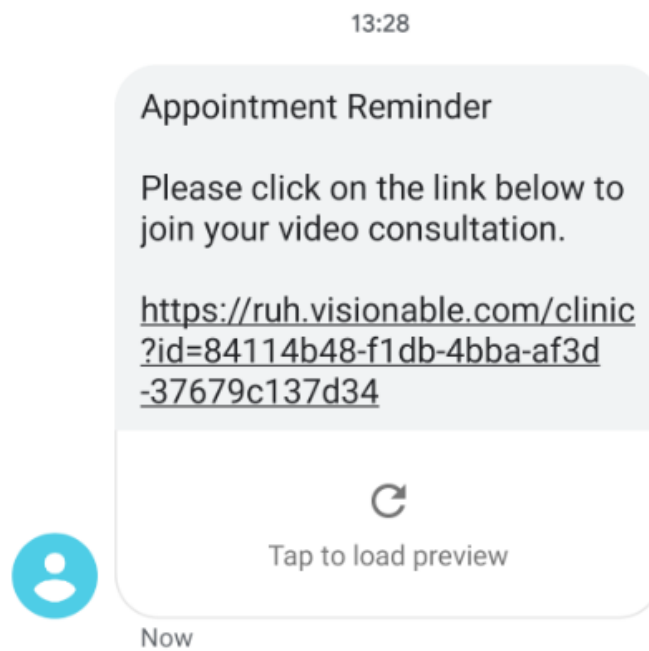


- Step 2.** Click on “New Appointment”
- Step 3.** Enter clinic details in pop-up.
- Step 4.** Select Drop In
- Step 5.** Ensure you enter the MRN in the description.
- Step 6.** Click Save.

- Step 7.** The following message will appear



- Step 8.** Send a text message (SMS) or email to the patient.
- Step 9.** Patient is sent a virtual appointment link.



What do I do if my clinic is running later

Most clinic allow the patient to join a clinic up to 30mins.

Speak to admin in your area. They will send a fresh invitation to the patient and warn them you are running late.



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