

Visionable

How to Use Visionable using Ad hoc Appointments

Support available through:

IT Service Desk for IT issues:

Tel: 01225 82 **5444**

Email: ruh-tr.ITServiceDesk@nhs.net

or

Millennium Trainers:

Tel 01225 82 **4431**

Email: ruh-tr.IT-Training@nhs.net

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How to Use Visionable


This guide is aimed at staff who have set up their accounts (see separate guide for this) on how to manage Ad hoc Appointments

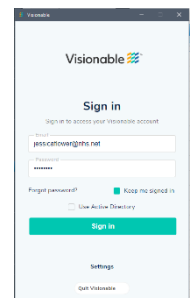
Visionable was purchased by the RUH in March 2020. It is a “cloud based” video consultation service and software used to conduct remote clinics, consultations and meetings between staff and patients, and reduce the need for travel for both staff and patients.

Because it is cloud based the patients do not need to “download” any programmes to use it – they simply click on a link sent to them by email or text.

For the RUH Clinician there are 2 Visionable parts

Firstly, access to Visionable website, **ruh.visionable.com/control** we use this to manage your account the clinic and to book appointments

Second, an App (or programme)  which will be given (by IT) to the Clinicians. This is used for the actual video conferencing with the patient. **Please contact IT (ext 5444) if the user is not a doctor to get the App downloaded to their account**



Please note that you should be able to use Visionable on any PC or Desktop or any Apple (NOT ANDROID) device.


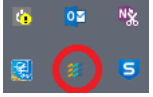

Ensuring that the Virtual Clinics have been set up


While we will not have a one for one match for the clinics on Visionable to the clinics on Millennium we do need enough clinics to ensure that any one time only one clinician is using one clinic.

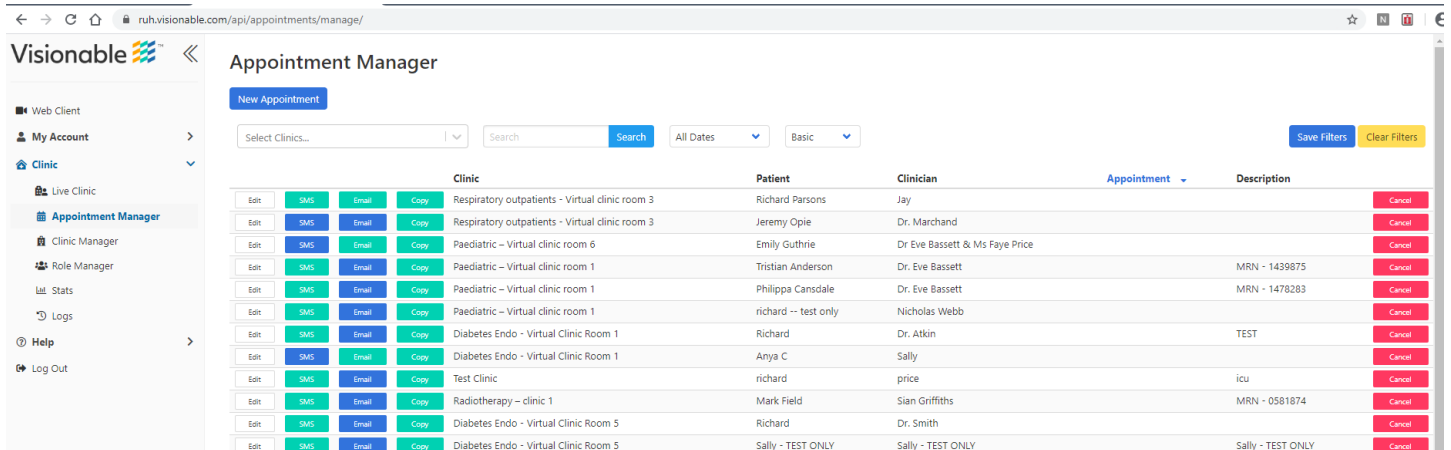
The Visionable team can create new clinics for you just tell them what you need. (jessicaflower@nhs.net or ext 5444)


How to Book a Visionable appointment

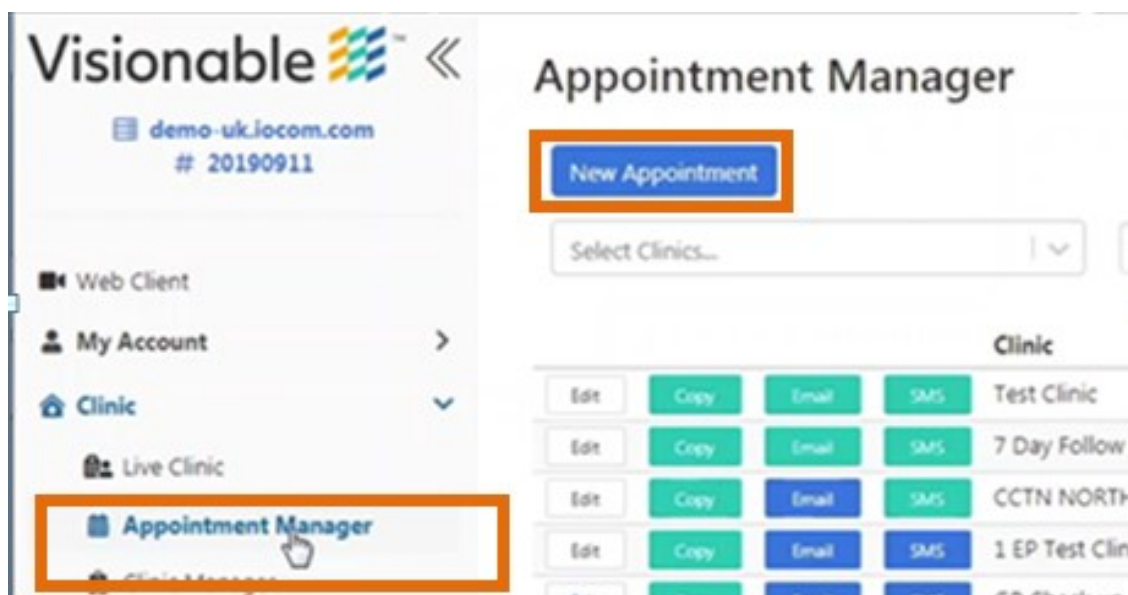
First ensure that you have both the Visionable Website and Visionable App open. The App should open everytime you log on to the computer, and be available as an Icon on the task bar. Otherwise you can

- Go to the small up arrow on the task bar  and Click on the Visionable Icon 
- Or Search for it (depending on the Windows version you have either the magnifying glass )

- Open the Visionable App and log in (if required)
- Open the Visionable Web page and log in (if required)
- Click on  [Live Clinic](#)

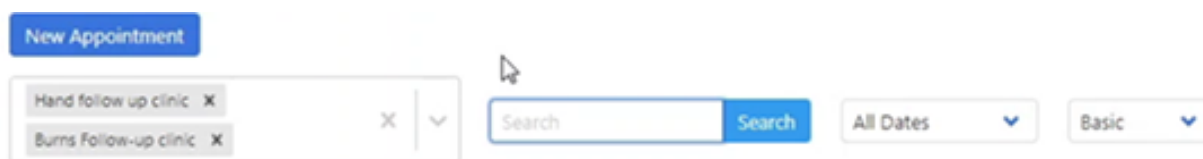


- Click on Clinic  > then Appointments Manager



Step 5. Click on New Appointment

Step 6. Search for the relevant clinic. You can Filter by service or your own custom settings (see Filters).



Step 7. Enter clinic details in pop-up.

Step 8. Select Drop In

Step 9. Ensure you enter the MRN in the description.

Step 10. Click Save.

New Appointment

Clinic *
Test Clinic

Patient
John Wyndham

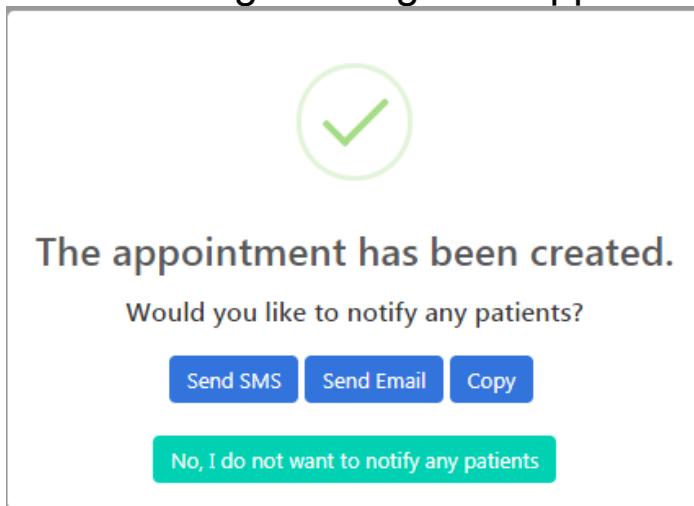
Clinician
Dr. Gordon Zellaby

Appointment Drop-In
23/03/2020 14 : 00 [Add another](#)

Description
MRN 0123456

[Save](#) [Cancel](#)

Step 11. The following message will appear



Step 12. Send a text message (SMS) or email to the patient.

Step 13. Patient is sent a virtual appointment link.

13:28

Appointment Reminder

Please click on the link below to join your video consultation.

<https://ruh.visionable.com/clinic?id=84114b48-f1db-4bba-af3d-37679c137d34>



Tap to load preview



Now

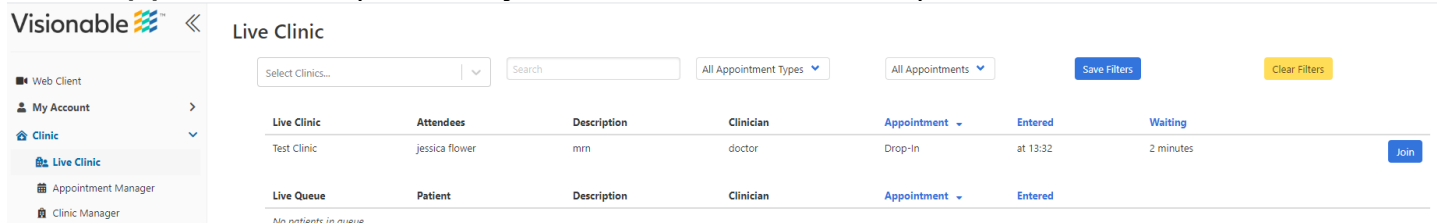
Stage 4 Managing the Appointment

Once the patient has received the appointment email or sms they will click on the link and then enter the waiting room. They will be able to see a video of themselves and have a message saying “Waiting for Clinician”

Step 1. In the Visionable WebPage go to Live Clinic 

Step 2. Find your appointments (you can create filters to make this easier)

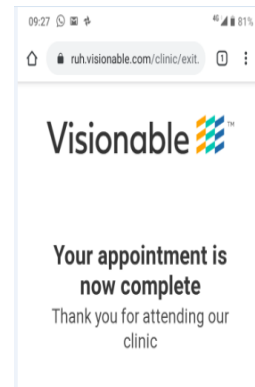
Step 3. Once the patient is waiting a Join button will appear against their appointment (this may take a few moments)



Step 4. At the bottom left of your screen click on the up arrow and select Open, wait a few seconds and you are now in the virtual clinic



Step 5. To end the consultation click  this will end the call with



the patients. They will see the following screen . They will then be taken to a website to complete a questionnaire

Step 6. Go to the App and ensure that the call has been ended (Click on the Red phone if required)