Health *Call*

NHS

Digital Outpatients Portal

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 outpatient services.

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. They can manage and capture a range of outputs from the consultation and help them to manage patient flow using digital tools.

How it works

- Driven by the trust patient administration system (PAS) or trust integration engine (TIE), without need for manual intervention.
- Understands patients contact preferences and uses them to drive patient flow.
- Invites patients to outpatient appointments using digital letters.
- Prompts patients to complete pre-assessment information to allow elective resource planning.
- Reminds patients about their appointment and prompts them to act if they are unable to attend.
- Manages flow of physical and virtual flow with car park check-in which allows teams to reduce physical traffic on hospital sites.
- Facilitates video or voice appointments using our digital platform.
- Captures consultation outcomes and updates clinical records.
- Follow ups with patient questionnaires such as Patient Reported Outcome Measures (PROMs) and Friends and Family.

Product features

- Video, voice and physical appointment delivery.
- Patient flow management including car park check-in.
- Appointment reminders.
- Digital letters.
- Pre-appointment questionnaires.
- Patient contact preferences.
- Outcome forms.
- System integration with PAS and/or TIE.
- Patient feedback forms such as PROMs.
- Clinic list management.
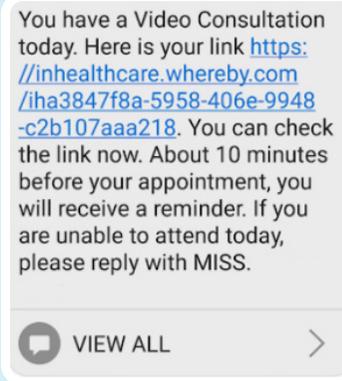
Digital Outpatients Portal

inhealthcare

Benefits

- Significant reduction in costs related to letter production and associated postal costs.
- Reduces the need for physical waiting room capacity.
- Reduces COVID-19 transmission risk through virtual check-in and video or voice appointment option.
- Removal of the need for paper records through seamless link to care records.
- Improvement to did not attend (DNA) rates.
- Supports delivery of NHS Long Term Plan.
- Supports the delivery of a 'net zero' NHS.

Deployed at:

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.

VIEW ALL