

Patient Consultation Room Appointments.

Information and user-guide for patients and carers.



This leaflet provides information for patients who have been offered an appointment, via a Patient Consultation Room, with a Sciensus clinician. It contains some important information for you, and anyone caring for you.

Introduction to Sciensus.

Sciensus is one of the leading home healthcare providers in Europe, offering services across a wide range of conditions.

We work with pharmaceutical companies and health systems to deliver the best possible care outside of the hospital for both acute and long-term conditions. As a leading provider of clinical homecare in Europe, we support more than 150,000 patients a year across 49 different therapy areas. That's 1 in 500 patients in the UK. In fact, we oversee 11,000 interactions a day and have cared for over 4 million patients since we started in the 1990s.

Every member of the team, from specialist clinician to driver, lives by the same simple philosophy: the patient comes first. When something happens, when you're at your most vulnerable, your first instinct is to get back home. We provide the care people need in the place they most want to be. Because patients do better at home.

About the Sciensus Patient Consultation Room

To enable our clinicians to support as many patients as possible, we are moving to a web-based, online Patient Consultation Room wherever possible. This means that we can support you to start treatment much quicker whilst offering you the same level of high-quality care and support from our clinicians, without the need to travel to your home. It also allows us to safeguard you and our clinicians during the current climate.



About this user guide

This leaflet provides information for patients who have been offered an appointment, via our Patient Consultation Room, with a Sciensus clinician. It contains some important information for you, and anyone caring for you.



Will it affect my care if I receive a Patient Consultation Room appointment with a Sciensus clinician?

No, the only difference to the care you receive is that it will be given over a secure video link. You will be able to see the clinician speaking to you and they will be able to see you. You will also be able to ask questions in the same way you would if the clinician visited you at home.

What do I need so that I can receive this type of appointment?

All you need is an email address and access to the internet via a desktop or laptop computer or smartphone or a tablet device.

The service is accessed via a modern web browser, including: Chrome, Edge and Safari.

This service is really simple to use and there is no need to download anything.

Please note: you will need to ensure you enable your camera and microphone on your device when you use this service.



Is the Patient Consultation Room secure?

Yes, the video link service is provided, on our behalf, by Attend Anywhere, a company who have been accredited to the same high data security standards of the NHS.



Will the Patient Consultation Room appointment video or audio be recorded?

No, nothing will be recorded.



How can I find out more about my rights to privacy?

The Patient Consultation Room Terms and Conditions and its associated Privacy Notice can be found by visiting www.sciensus.com/patientconsultationroom. If you have any questions please contact our Data Protection Officer by email at DPO@sciensus.com or by calling **0800 917 4980**.



Is there any cost?

No, there is no cost to you to receive a Patient Consultation Room appointment.



How do I gain access to the Patient Consultation Room from my device?

At the end of this document you will find step-by-step instructions to guide you through the process. Please read this information sheet in good time, before your Patient Consultation Room appointment.



Should I have someone with me at the Patient Consultation Room appointment?

It is not a requirement to have someone with you on the day, however you may wish to have someone for support. Any medical emergencies on the day please call 999.





Is there anything I need to do before my Patient Consultation Room appointment?

Yes, to make the appointment go as smoothly as possible there are some things we need you to do beforehand. These are as follows:

- 1 Please ensure you are prompt in joining your appointment time. If you are more than 10 minutes late, unfortunately the Patient Consultation Room appointment cannot go ahead as planned and will require rescheduling.
- 2 It is advisable to have an Antihistamine such as Piriton to hand prior to your appointment in the event of medication reactions.
- 3 Sit somewhere suitably quiet, comfortable and private.
- 4 Place your device (laptop, smartphone, tablet) in front of you.
- 5 If the nurse will be showing you how to use your medication device during the call, we would recommend that you wear comfortable, loose clothing so you can gain easy access to your injection site. It is also helpful to have your treatment device, prescription and sharps bin close to you. You should also wash and dry your hands thoroughly before the appointment starts.

You are now ready to start your Patient Consultation Room appointment.





It's time for my appointment, how do I start?

When it is 5–10 minutes before the time for your appointment, simply click on the link to the video consultation appointment. **This can be found in the appointment email.**

This will take you to the starting page and you can follow the simple instructions on the screen from there.

When the appointment starts, your clinician will introduce themselves, show you their ID badge and confirm your identity as with any other appointment. They will ask you to verbally repeat your date of birth and Sciensus number. If someone is with you, we will also ask them to introduce themselves.

They will then confirm that you are happy to proceed and that you can see and hear clearly. Your appointment will then carry on in the usual way.

Once your Patient Consultation Room appointment is complete, the clinician will complete a clinical evaluation form (CEF) and send this to your referring centre. This lets your consultant or specialist nurse know how you are doing, that you have started treatment (if relevant) or ongoing treatment is OK.

What happens if I am having difficulty seeing or hearing the clinician through the video link?



Let the clinician know straight away if you are experiencing any technical problems with the Patient Consultation Room appointment.

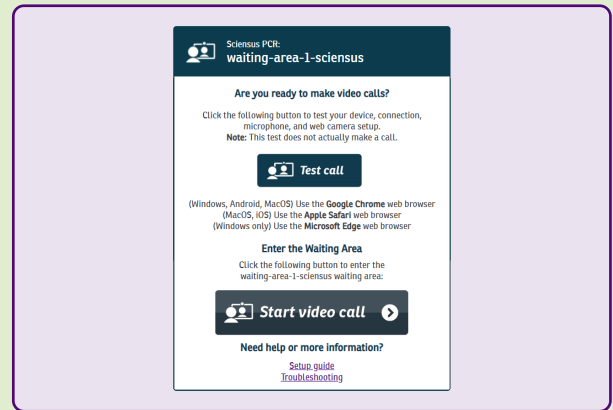
Once my appointment is over, how do I know I have securely closed the online video?

Once the call is ready to end, simply click the red “End” button at the top right of the screen and you will be taken to feedback page. Please complete this and then you can close your internet browser.

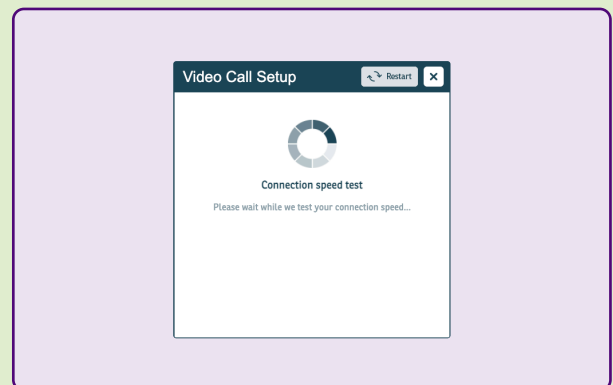


Starting your Patient Consultation Room

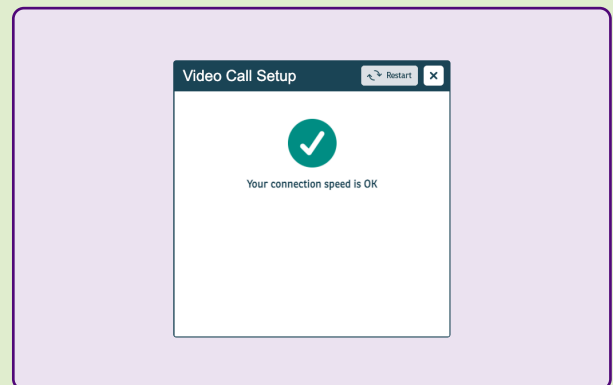
1 About 5–10 minutes before the time of your appointment, click on the link in your appointment email to take you to the video consultation appointment. You will be taken to the welcome screen. Depending on the device and browser you are using, you may be asked to make a **Test call** – please click this button and follow the on-screen instructions. Then click on the **Start video call** button.



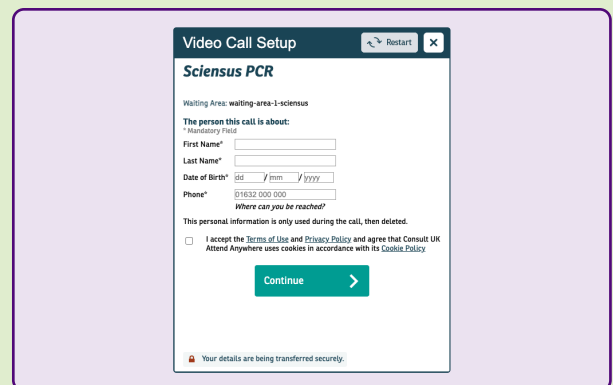
2 The next screen to appear is Video Call Setup where your internet connection speed will be tested to ensure it is fast enough to make a video call.



3 If your internet connection speed is OK you will see this screen and the consultation can go ahead. You may also be asked to test your speakers, microphone and camera as part of the Video Call Setup. If asked, allow your browser to access your microphone and camera.



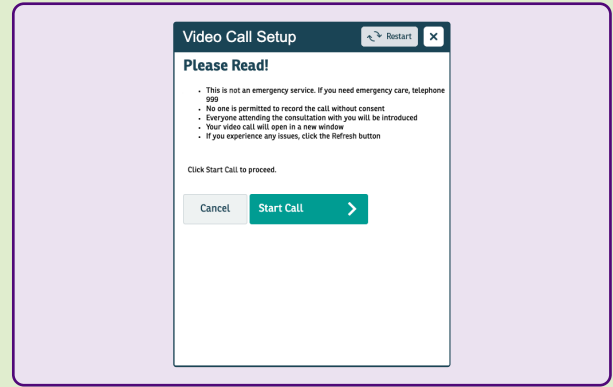
4 The next screen that automatically appears will prompt you to enter your personal details (name, date of birth and phone number) so we can identify you. You will also need to tick the check box to accept the Terms of Use and Cookie Policy. Then click the **Continue** button.



What to do if something's not working?

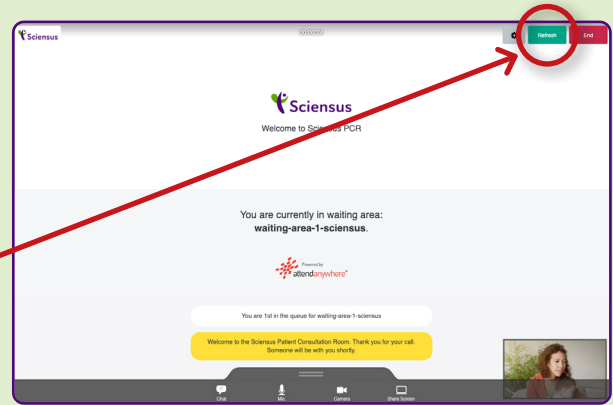
Visit: <https://consult.attendanywhere.co.uk/troubleshooting>

5 The screen opposite will then appear and when you are happy to proceed click on the **Start Call** button.

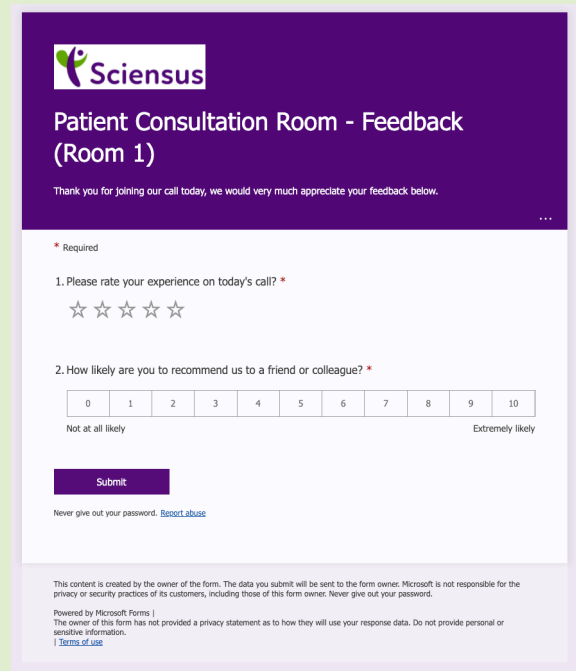


6 The next screen is the virtual waiting area. You will hear some hold music while you wait for the clinician to start the video consultation.

Tip: Many call issues can be fixed by clicking **Refresh**.



7 At the end of the consultation you will see this survey:



8 When you have submitted your survey responses the consultation is complete. You may now close the browser window.

