



Surgery Connect is designed specifically for GP surgeries in the UK and offers features and flexibility that improve surgery efficiency alongside creating a better patient experience.

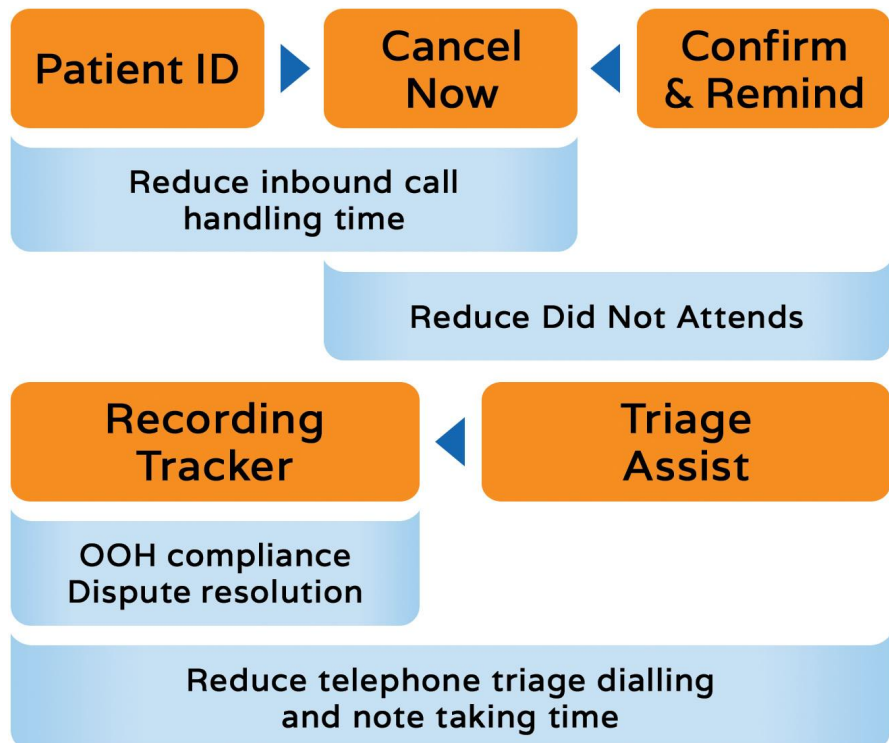
Integration with EMIS Web extends the benefits of Surgery Connect further, reducing the time spent on calls and administrative tasks. It offers features to measurably reduce expensive “Did Not Attends” as well as improving data quality and ensuring a high level of compliance - which are all aspects highlighted by the GP Forward View study.



Outlined below are the current integration feature modules available and the benefits that each will bring. Each module can be active or not dependant on your operational requirements.

5 Integration Modules

The first release of integration between EMIS Web and Surgery Connect supports 5 different modules:





EMIS Link Modules

Module	Overview
Patient ID	Identify the patient and the purpose of the call early in the call flow to allow for non-attended cancellation of appointments or to supply the staff member answering the calls with detailed information on answer.
Confirm & Remind	SMS and voice communications to actively request that the patient responds and confirms appointment attendance.
Cancel Now	Non-attended cancellation of appointments via SMS or voice communication, cancellations are automatically processed in the EMIS system.
Triage Assist	Intelligent and economical outbound patient triage system allowing triage calls to be processed methodically and in a structured manner.
Recording Tracker	Access full call recording logs linked to individual patients from records in the EMIS system, permission controlled access prevents data protection concerns.



Patient ID Module

Designed predominantly to reduce call queues at busy periods and assist the reception staff in identifying the caller, the Patient ID Module strives to ascertain who the patient is, and the purpose of their call, before it's answered by a member of staff.

As patients call in for appointments or results, EMIS Link can use information about the caller's number to identify them. In cases where multiple patients share a number, EMIS Link can ask them for more information.

EMIS Link uses the latest advanced speech recognition technology for a natural and very reliable dialogue.



Following the identification process the patient can cancel an existing appointment without the need to speak to a staff member. If the patient wishes to speak to someone, the staff member answering the call will be presented with the specific (or a choice of) EMIS patient records and an indication of what the call is regarding based on the information gathered, saving valuable time.



Studies show that patients are more likely to attend their appointments when:

- They have made an active commitment to attend
- They have been reminded to keep that commitment
- They have evidence that social norms suggest other patients are attending

These principles are at the core of the Confirm and Remind module. Where certain criteria are met, automated SMS or voice messages are sent to the patient at defined times, confirming or reminding of the details of appointments made. Options to cancel appointments are offered within the voice or SMS communication.

Confirm

An SMS is constructed from a template containing the date and time of the appointment, the patient's name, and the name of the doctor or nurse with whom the appointment is booked. This is sent shortly after the appointment is logged in EMIS. Asking the patient to reply "Yes" or "No" to the message reinforces the patient's commitment to the appointment, if they reply "No" the appointment is automatically cancelled within EMIS.

An example confirm message -

Dear Mr Sanders. Your appointment is booked with Dr Jolly on Friday 12th July at 5:10 pm. Please text back YES to confirm you will attend or NO to cancel.

Remind

Connected only to appointments that are not on the same day of booking and is again, created from a template. Reminders can be sent a predefined number of days before the appointment and also prompt for a response.

An example remind message -

Dear Mr Sanders. A reminder of your appointment with Dr Jolly tomorrow at 5:10 pm. Please text back YES to confirm you will attend or NO to cancel.

Reminder communications can also be made with an automated voice call for those who have a landline as their preferred method of contact. The message will again be constructed from a template using text to speech.

An example of a voice reminder message -

This is a message to remind a member of your household that there is an appointment booked at the Bridge Medical Practice with Doctor Jolly at 5:10 pm tomorrow. If you are able to attend, please press 1 now to confirm. If you wish to cancel this appointment please press 2.



Cancel Now Module

Allowing patients to cancel appointments without having to join the main patient queue, and without having to speak to a member of staff, is an excellent way to improve surgery efficiency at the same time as improving your patient's call experience.

As explained in the first two module descriptions, cancellations can either be instigated through the main telephone number, once the caller has been uniquely identified, or by replying to any of the Confirm & Remind SMS or voice messages.

The appointment will be automatically removed from EMIS, freeing up the slot. Confirmation of the cancellation will be made to the patient either by SMS or voice depending on the route of the cancellation.



Triage Assist Module

Telephone triage policies are being implemented more and more across the UK's GP surgeries.

Triage processes can improve the pre-appointment assessment of patients with a view to reducing the number of appointments being made and lessen the demand on GP's time.

Patient name	Date	Actions
Mrs Lucille Bluth	13:08	<input type="button" value="Call"/> <input type="button" value="Arrived"/> <input type="button" value="Left"/>
Mr Michael Bluth	13:36	<input type="button" value="Call"/> <input type="button" value="Arrived"/> <input type="button" value="Left"/>
Master Buster Bluth	14:04	<input type="button" value="Call"/> <input type="button" value="Arrived"/> <input type="button" value="Left"/>

The Triage Assist module enables a medical professional to work through an appointment list where the method of contact is via a telephone call. EMIS and Surgery Connect will display the appointment list in a pop up window on a PC, with each record clickable by the clinician, triggering Surgery Connect to dial out to the patient and EMIS to display the patient record for consultation note taking.

All calls can be recorded. Call costs will be included in the unlimited call bundles, which are part of the Surgery Connect solution, making this an efficient and economic method of patient contact.



Recording Tracker Module

Surgery Connect has comprehensive call recording functionality as standard, recording all in and outbound calls and retaining the recordings for a minimum of 3 years, which are accessed through the Surgery Connect Console.

Integration with EMIS further enhances this feature with the Recording Tracker module.

EMIS users can click on a Call Recording icon within a patient record and see a popup list of all of the recordings associated with that person.

Direction	Date	Duration	Listen
↓ INBOUND	2017-05-10 10:02:56	56s	Play
↓ INBOUND	2017-05-09 16:22:04	11s	Play

Details of date and time, and whether the call was inbound or outbound, allow the desired call to be located easily. As long as a user has the required privileges, the recording can be heard through a headset attached to a PC (or alternatively through a Surgery Connect extension).

Moving Forward...

As with all aspects of Surgery Connect, EMIS Link and the features it offers will continue to be reviewed and developed by our in house development team. Using feedback from Surgery Connect users we will highlight additional functionality to further improve the efficiency of your surgery's telecoms system.