



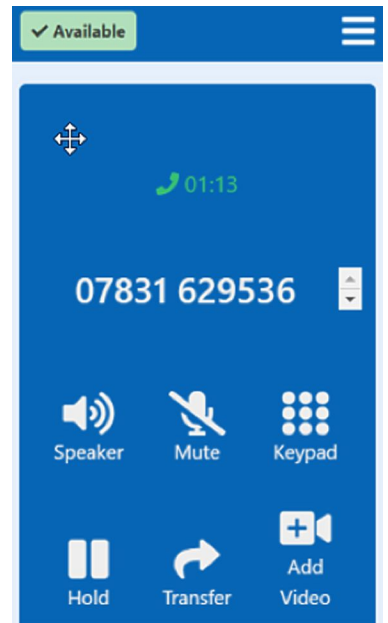
There are a number of situations that could require staff to work remotely, either from home or another physical location. Traditionally this means communication with patients is either cumbersome or not possible at all.

Surgery Connect's features allow all staff to work remotely with little disruption to patients or your working practices.

## Outbound Calls

GP@Home's integrated softphone provides full functionality for inbound and outbound calls on PCs, laptops, tablets or smartphones and has the added benefit of allowing calls to be switched to video via a click. Where the use of the softphone is not possible, users can simply make themselves active on their personal landlines, or mobiles, to make and take voice calls.

By utilising either the clinical system integration or the User Console outbound calls can be activated via a PC keyboard or mouse, integration allows dialing directly from the patient record. Dialing in this way means that the staff member's personal contact numbers are never exposed, the system will present the practice's main number to the recipients of the calls.



 **Mrs Lucille Bluth (07/03/1990)**

Contact

SMS Log

Call Log

Triage

**Home phone** 0117 210 3333



**Mobile phone** 07795 321047



## Outbound SMS

As with outbound calls, SMS can be sent either from the patient record if integration is present or from the User Console in all other cases. Create templates and embed links to NHS information pages to allow SMS to be sent with a couple of mouse clicks.

## X-fax



Despite the NHS implementing plans to eradicate fax machines entirely, many still require the ability to send and receive fax transmissions - something that is often not possible when working remotely. Surgery Connect's X-fax allows staff to send and receive faxes via the web based User Console wherever they are based with no need for a physical fax machine.


## Inbound Calls


Allowing staff to continue to take general patient calls is essential to reducing the impact of remote working.

Staff only need access to an internet browser in order to make themselves active on a softphone, personal mobile phone or landline. They can also update their availability throughout the day and step into distribution groups as and when needed.

Whether calls arrive on general practice numbers or direct dials, they will always reach the correct staff no matter where they are working, all while retaining the fair and intelligent queuing and distribution.

 Amy Pond  207
✕


 Call

 Numbers

Work: Surgery Connect Handset

▶ Mobile: 07927 717927

Home: 01400 717927


 User status

▶ Available

Do Not Disturb

Logged Out

Outbound Calls

 Group management

Reception

✓ Winter Flu Clinic

## Internal Calls

Whether transferring a call or just needing to discuss something with a colleague, remote working does not impose any restrictions or obstacles when using Surgery Connect.

Staff can assess which of their colleagues are available to receive a call, and contact is made by using their normal short dial, exactly the same as if they were present in the practice. No need to have an updated contact list or worry about where colleagues are located at any given time.

Prescriptions 303

CO 205 Clara Oswald

CO 222 Craig Owens

Reception 300

AP 210 Astrid Peth

BW 203 Barbara Wri...

GH 227 Grace Hollo...

LS 202 Liz Shaw

RT 201 Rose Tyler

SF 204 Susan Fore...

## Other Benefits

Below are some other key benefits that Surgery Connect offers when remote working -

- All calls are recorded by default meaning they can be monitored or downloaded and attached to the patient record.
- Even with staff located at various geographical locations, the User Console allows you to see who is working and who is available to take calls.
- All outbound calls and SMS are covered in your contract.
- All calls and call data is logged against your staff allowing you to retain the analytical tools offered to you by the Reports Console and the monthly Management Reports.
- Dialing through the Surgery Connect platform means you will never have any call capacity issues you may have in practice.

SS.SC911.0