Double Handed Visits



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Overview

There are times when two members of staff need to be present at a visit, this is known as a Double Handed or Double Up Visit. When an appointment is booked in RiO, it is booked in the Main HCP's diary and the second HCP is added using the Additional HCP's tab in the Appointment Booking screen.

The appointment will then display in the RiO Diary and in Total Mobile for both members of staff.

Double Handed Visits on an iPad

Inbox

If a Double Up visit has been booked, a message will be sent to your Inbox within Total Mobile



• Tap the Double Handed Visit message

The details of the visit will display the Main and Other HCP's names



Visit Details

- Tap to open the visit
- Scroll down the visit, below the map you will see the Description section

Displayed in the visit description you will see both the Main HCP and Other HCP's names

AT ARMSTRONG, Tanya, (Mrs) Preferred name: Tanya	Born: 18-May-1935 (85y) Gender: Female Nhs No.: Not Provided
Lenat Lenat ROTTON PARK	Entropy and a second se
26 Wiggin Street, Birmingham, B16 0AH	
	Call
Description Appointment Type: Follow-Up Appointment Appointment Location: Patient's Home Appointment Comments: Syringe Driver Reason for Visit: *Double-up - Syringe Driver, Syringe driver Ethnicity: White - British Language: Unknown Main HCP: Karen Cotteridge Other HCP's: Deidre Aston Ch Detelle: PHOURA De, AVECO BURY SURGERY, AYLESBURY SURGER	Due Today at 12:30 Image: Constraint of the system of the syste

Both HCP's will need to mark the visit as Arrived and Completed

Visit Locations

If a '*Double-Up' activity code has been added when the appointment is booked this will be visible from the Visit Locations screen.

- From the Home screen, tap Visits
- Tap the Visit Locations icon (bottom right)
- The Visit Preview will display (top left)
- Tap to expand the information and swipe to scroll through the visit information
- Locate the **Description** section

In **Reason for Visit**: you will see ***Double-up**- followed by reason for the double handed visit

• Tap Detail (top left) to view the visit

You will see both the **Main HCP** and **Other HCP's** names in the visit description

Detail	Route
Address	
26 Wiggin Street,	
Birmingham,	
Description	
Appointment Type	: Follow-Up
Appointment	tion: Dationt's Home
Appointment Com	ments: Syringe
Driver	, ,
Diliver	



Double Handed Visits



Double Handed Visits on a Smart Phone

Inbox

If a Double Up visit has been booked, a message will be sent to your Inbox within Total Mobile

• From the Total Mobile Home screen, tap Inbox



Tap the Double Handed Visit message

Tota	Imobile :	
1	Phone1 Trainer Synced at 10:25 in 4s	
9	Visits 1 New, 0 Outstanding	
	Inbox 1 Unread	
A	Mileage 0 Started, 2 Available	-

Double Handed	d Visit.
Double Handed Visit.	03/02/2021 15:43
Double Handed Visit. V 21846270_2053348	/isit Reference
Patient CHAUDRY, Sure	esh, (Master) Visit

21846270_2053348 Start Date 3 February 2021 14:00:00 Main HCP: Phone1 Trainer

Other HCP's: Alisha Gee

The details of the visit will display the Main and Other HCP's names

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Visit Details

Best Care

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New Read O	nlv	*	۹		:
СМ	CHAUD (Maste Preferre	ORY, Su r) d name:	resh	sh	
	Born: 17 Nhs No.	/04/2018 : Not Prov	(2y 9n /ided	n) Gel er:	nd
Descrip Appoin Appoin Home Appoin Advice Reasor Ethnici Pakista Langua	otion Itment Ty Itment Itment Lo Itment C Itment C Itment C Itment C Itment C Itment C Itment C Itment C	ype: Foll ocation: omment t: Advice or Asia nown	ow-U Patie ts: Sn e - Sn n Brit	p ent's noking noking ish -	g
Main H Other H	ICP: Pho ICP's: Al	ne1 Trai isha Gee	ner e		
or no G	P Practi	ce., GP I OWN	PRAC	TICE	wn
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- Tap to **open** the visit
- Scroll down the visit

Below the map you will see the **Description** section

Displayed in the visit description you will see both the Main HCP and Other HCP's names

Both HCP's will need to mark the visit as Arrived and Completed



Visit Locations

If an additional HCP has been added when the appointment is booked this will be visible from the Visit Locations screen.

- From the Home screen, tap Visits
- Tap the Visit Locations icon 🔯 (top right)
- The Visit Preview will display (bottom centre)
- Tap to expand the information and swipe to scroll through the visit information
- Locate the **Description** section

In **Description** you will see the names of Main HCP and the Other HCP's

• Tap Detail (top left) to view the visit

Go	ogle	•
	14:00	N
1	CHAUDRY, Suresh, (Master)	10
	DETAIL ROUTE	
	Address	а
>	2 Sherbourne Road, Balsall Heath Birmingham, B12 9EE	
BE	Description	4
-	Appointment Type: Follow-Up	2
	Appointment Location: Patient's	n
	Home Appointment Comments: Smoking	
	Advice	
	Reason for Visit: Advice - Smoking	
	Pakistani	
	Language: Unknown	
ſ	Interpreter Statuo: Not Required	
	Other HCP's: Alisha Gee	
-	GP Details: Not Known GP, Unknown	

