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Overview

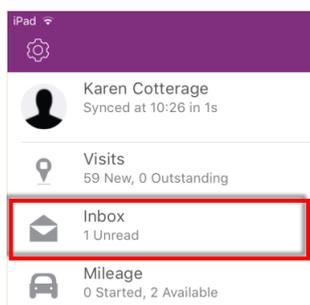
There are times when two members of staff need to be present at a visit, this is known as a Double Handed or Double Up Visit. When an appointment is booked in RiO, it is booked in the Main HCP's diary and the second HCP is added using the Additional HCP's tab in the Appointment Booking screen.

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

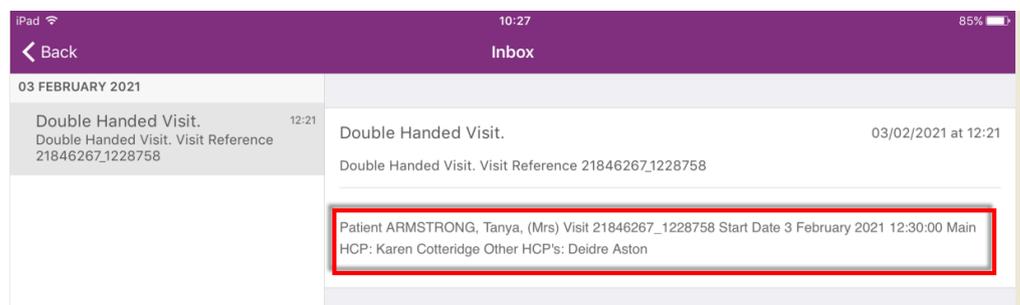
Double Handed Visits on an iPad

Inbox

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



- From the Total Mobile **Home** screen, tap **Inbox**



- Tap the **Double Handed Visit** message

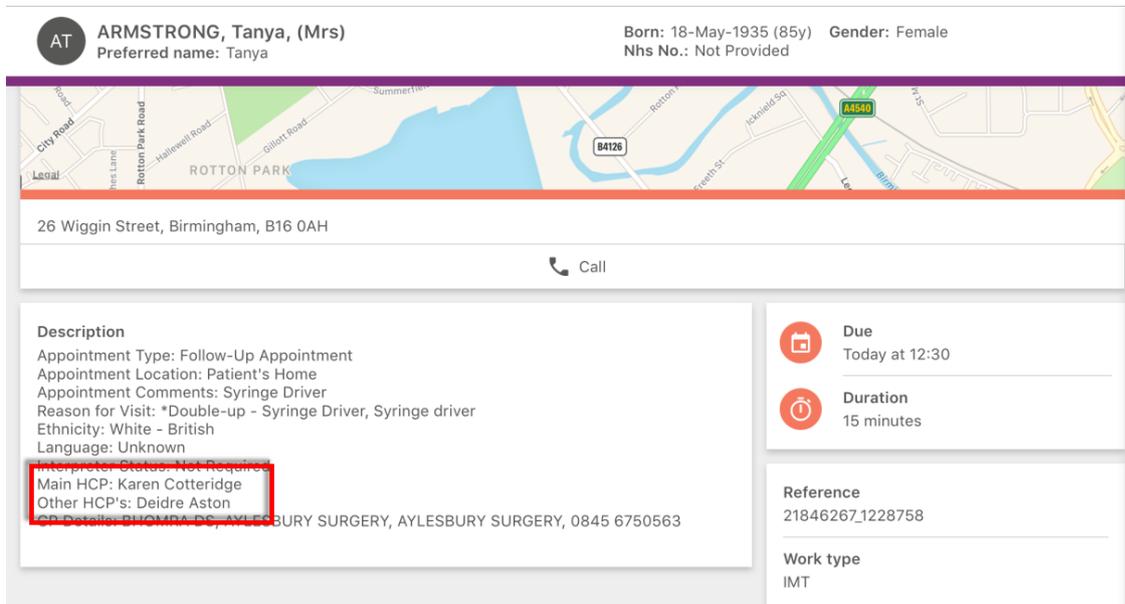
The details of the visit will display the **Main** and **Other HCP's** names



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



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

Visit Locations

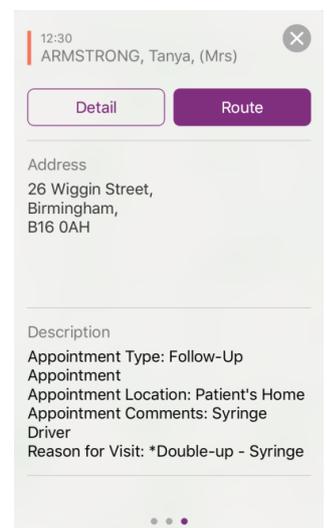
If a '*Double-Up' activity code has been added when the appointment is booked this will be visible from the Visit Locations screen.

- 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



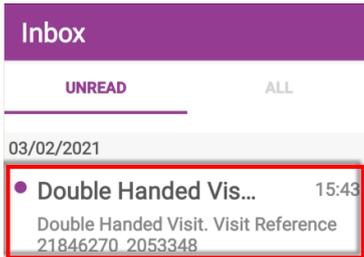


Double Handed Visits on a Smart Phone

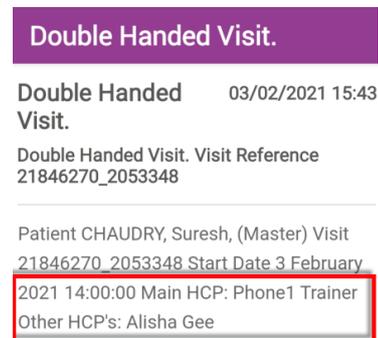
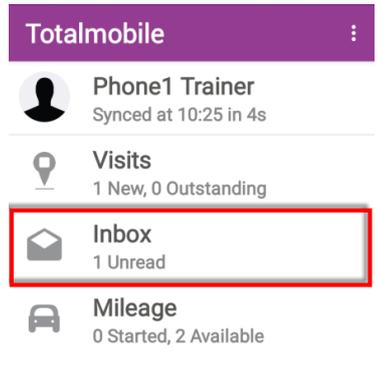
Inbox

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**

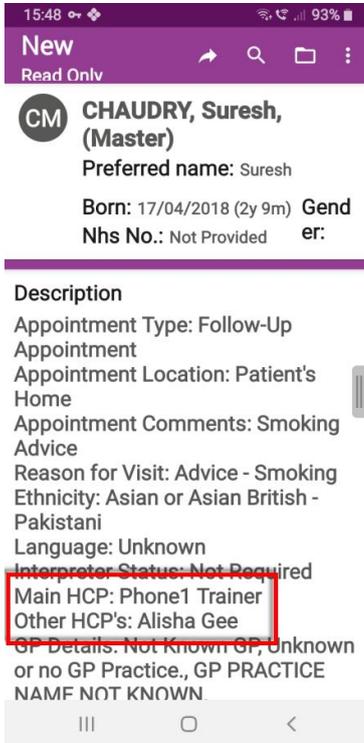


- Tap the **Double Handed Visit** message



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

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

