Attend Anywhere - Administrators

Contents

Overview

Attend Anywhere is a purpose-built platform allowing healthcare professionals to manage their services, removing the need for travel. BCHC patients and clinicians engage in the same way except the waiting area is online. Appointments are generated in the same way and sent via text or email to the patient requesting them to join the consultation.

Attend Anywhere also facilitates Multidisciplinary team-based care. Both patients and clinicians can share their screen to show images/test results etc.

Creating Your User Account

Log a ticket with DTS requesting your user account to be set up

Once Service Support have confirmed that your profile is set up you will receive a verification email from NHS England containing a link.

NHS NHS England Attend Anywhere

Create your account

Enter the account details for:

First name

Fred

Last name

Bloggs

Create a password (show)

●●●●●●●●●●●●●●

Confirm password (show)

●●●●●●●●●●●●●●

☑ I accept the **Terms of Use** and **Privacy Policy** and acknowledge that NHS England Attend Anywhere uses cookies in accordance with its **Cookie Policy**.

Create account

Password needs to be 10 characters
➢ 1 letter
➢ 1 number
➢ 1 special character

You will then receive an email containing sign-in instructions and a summary of the roles you have been assigned.

Once you have logged in to Attend Anywhere you will arrive at the homepage.

The Homepage

This will allow the user to see all meeting rooms listed under that organisation, allow access to the Organisation Units, View Users and Reports. It will also allow you access to any support resources.

You will see the initials of the person accessing on the top right of the screen.

🏠 Home ❓▾ JP ▾

Meeting Rooms →

👥 ASR-NEURO-MDT Meetin...
(BCHC)

👥 LD-CFT- MEETING ROOM 1
(BCHC)

👥 Meeting Room 1 - No cli...
(BCHC)

👥 SLT MEETING ROOM 1
(BCHC)

Displaying **4** of **4** Meeting Rooms

Organisational Units →

Users →

Reports →

Resource Centre ↗
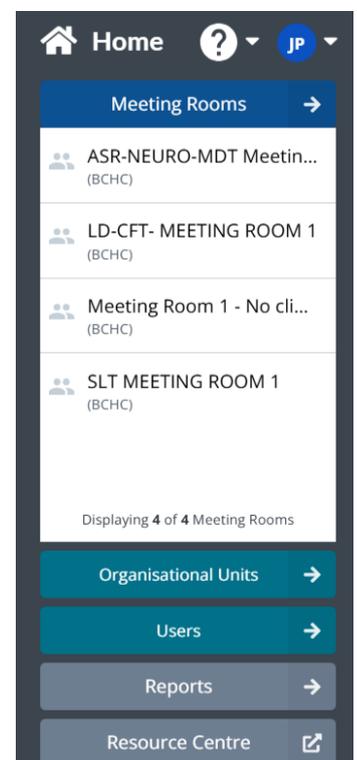
Organisation Administrator

This role is assigned to the person who will be responsible for the structure of the Organisation Units.

They will be responsible for the following functions:

- create and make changes to the organisational unit's components (including meeting rooms and waiting areas)

- assign roles

- view reports

- add people to meeting rooms and waiting areas

- view a list of all calls in progress to waiting areas and meeting rooms

- delete a waiting area

- activate or inactivate the group consultations chat feature at the organisational unit and waiting area levels

- determine whether group consultation participants (other than service providers) can see each other's full names, or their initials only.

The Menu

Located at the top of the screen you will see the menu which offers the same options as the list on the Homepage
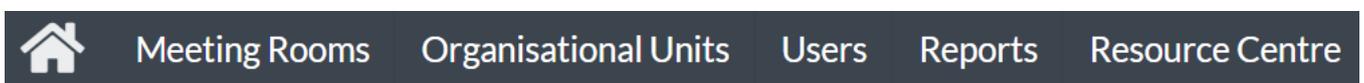
- Click **Organisational Units**

This page lists the Organisational Units for which you have an Administrator role, as well as any Waiting Areas or Meeting Rooms associated with the Organisational Units. Depending on your role and permissions, you can view and edit the settings of each entity using its Action menu.
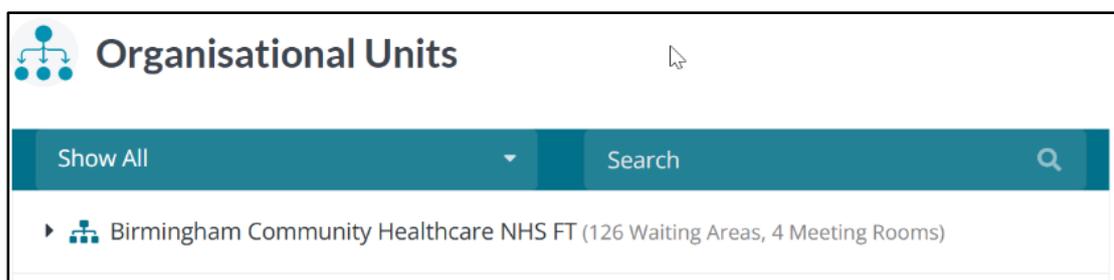
- Click **Organisation Name**

The contents are now displayed you can see Waiting Areas (126) and Meeting Rooms (4)

On the right side you will see the different options that are available for you.
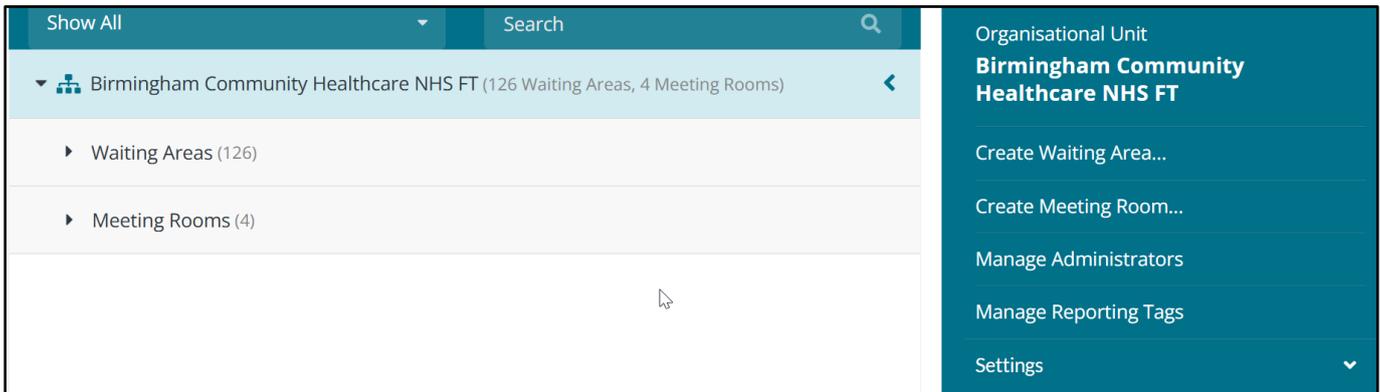
Create a Waiting Area

The Waiting Area screen is the primary screen from which service providers (clinicians) can view waiting service users (patients) join them in a video call

Create the Waiting Area by completing the following information into the form:

- Name of your service

- Customise the web address

- Give clear description as this will be seen by your patients

- Select either one to one or group consultations

- Click **Save**
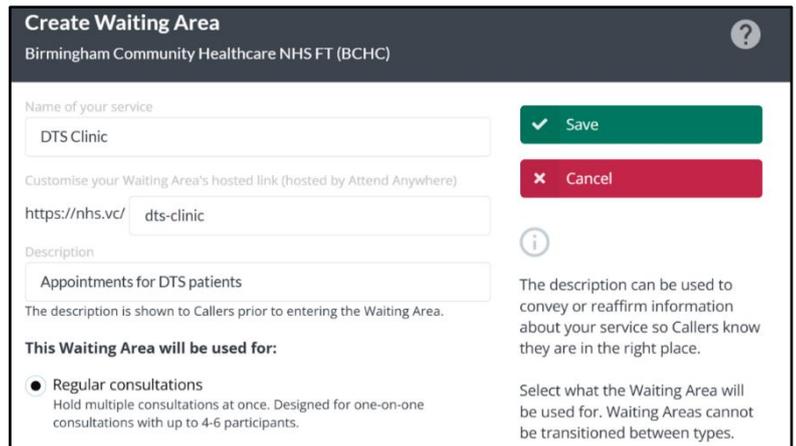
This will now be added to the Waiting Area list ready for you to populate with users.

Click **Waiting Area Title**

This displays the options that you can complete to configure the Waiting Area to your requirements.

Adding Users to the Waiting Area

- Click **Manage Users**
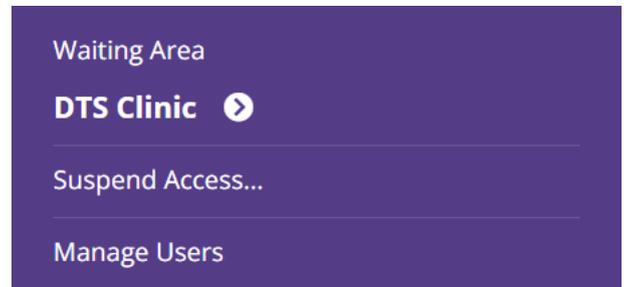
Our DTS Clinic (BCHC) currently shows there are no users assigned to it now, we need to add our users to it and assign their roles.
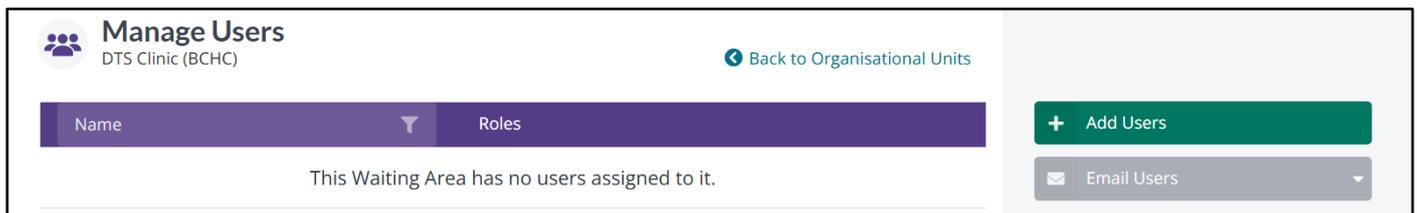
- Click **+ Add Users**
- Add the email address of the user
- Select the appropriate role
- Click **✓ Save**
- Enter a message which will appear in the invitation to the user
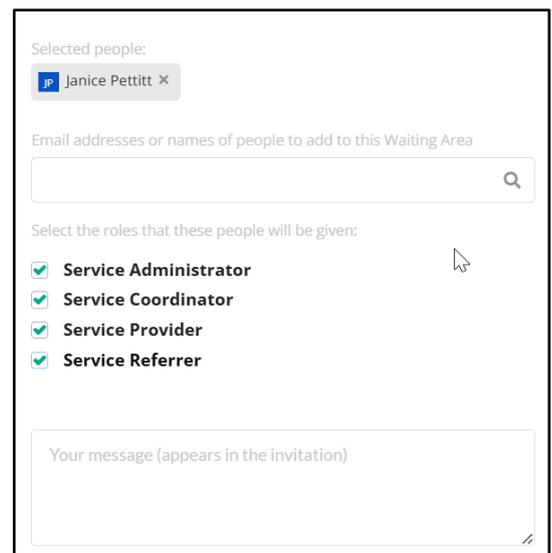
Roles determine what a user can do. Users can have more than one role. People without a user account will be invited to create one. After they create their account, the roles you assigned to them will be immediately applied.

Role Types

There are 4 role types which are:

<u>Service Administrator</u>

- create new organisational units, waiting areas, and meeting rooms
- assign roles
- view a summary of all active calls

<u>Service Coordinator</u>

- view a list of calls to the waiting area
- suspend or restore the waiting area
- view the group consultations chat feature setting at the waiting area level

<u>Service Provider</u>

- start and join calls made to the waiting area
- view calls to the waiting area
- receive 'new call' notifications from the waiting area
- activate or inactivate the group consultations chat feature at the waiting area level

<u>Service Referrer</u>

This role is required for staff with the service provider role who need to transfer calls between the waiting areas in their organisational unit

Suspending Access

A Waiting Area can be temporarily suspended e.g. if a consultant is unable to attend.
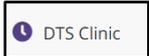
- Click **Waiting Area Title** 🕐 DTS Clinic
- Click **Suspend Access…**
- Write the message
- Click ✔ Yes

The Clinic is now Suspended

Suspend Caller Access?
DTS Clinic (BCHC)

Enter the message to display to callers while access to the Waiting Area is suspended:

Clinic suspended due to Consultant's absence

✔ Yes
✖ No

Restoring the Access

When a Waiting Area is suspended it will be displayed with a new option. The access can be restored easily at the click of a button

- Click **Restore Access**

Waiting Area
DTS Clinic ➤
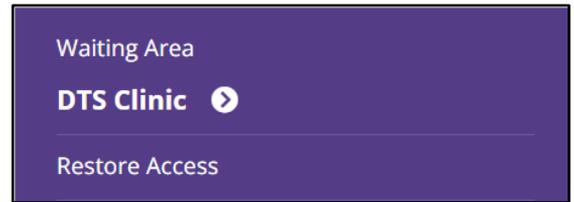
Restore Access

Now you will see a message displayed at the top of the screen

Access to "DTS Clinic" is restored

Deleting a Waiting Area

If a Waiting Area is no longer needed it can be deleted. This process will delete all members and roles that have been assigned to the Waiting Area

- Click ✔ **Delete**

The Waiting Area is now deleted from the list completely.

Delete Waiting Area

DTS Clinic (Birmingham Community Healthcare NHS FT)

Are you sure you want to delete this Waiting Area?

All members and roles will be removed from this Waiting Area.

✔ Delete

✖ Cancel

Best Care Healthy Communities
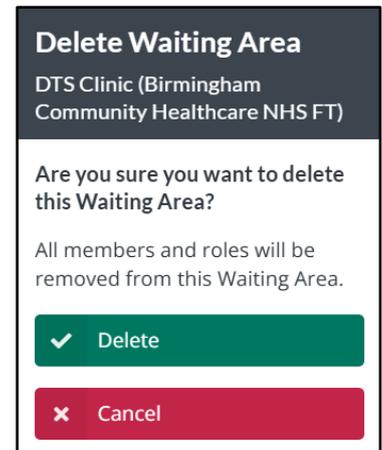
Create Meeting Area

Meeting rooms are permanent, shared, online places that can be used for small meetings of up to six participants. Uses may be a weekly project meeting, daily MDT meetings – they are not for clinical use as they do not have the security and privacy as the Waiting Area.

- Click 🏠

- Click **Organisational Units** →

The Organisational Units will display

> Show All ▾ | Search 🔍
> ▾ 🔗 Birmingham Community Healthcare NHS FT (126 Waiting Areas, 4 Meeting Rooms) ‹

- Click display **All Current Waiting Areas & Meeting Rooms**

- Click **Create Meeting Room** | Create Meeting Room...

Complete the form as follows:

- Complete **Meeting Room Name**

- Click ✔ Save
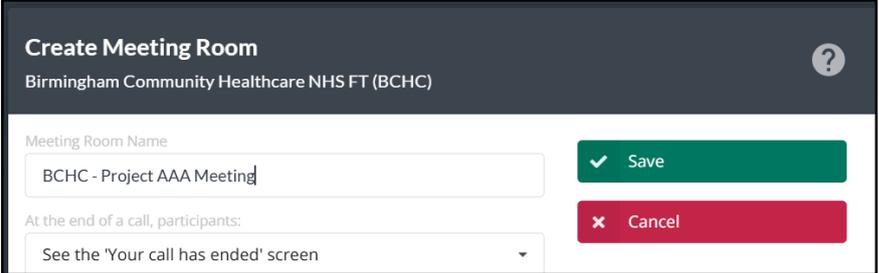
Create Meeting Room
Birmingham Community Healthcare NHS FT (BCHC)

Meeting Room Name
BCHC - Project AAA Meeting

At the end of a call, participants:
See the 'Your call has ended' screen ▾

✔ Save
✖ Cancel

The Meeting Room will now appear on the list of meetings in alphabetical order.

Adding Users to a Meeting

- Click **Meeting Room Name**

You will see a list of options

The next step would be to add the Project Team Members to the meeting room

- Click [Manage Users]

- Click [+ Add Users]
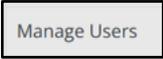
- Add name/email of person you want to add

- Select appropriate role to be allocated

- Click [✔ Save]

Once all members are added the meeting room will be ready to use.

Add Users
BCHC - Project AAA Meeting (Birmingham Community Health

Email addresses or names of people to add to this Meeting Room

Sarah Mowbray 🔍

Select the roles that these people will be given:

☑ **Meeting Room Member**
☐ Meeting Room Administrator
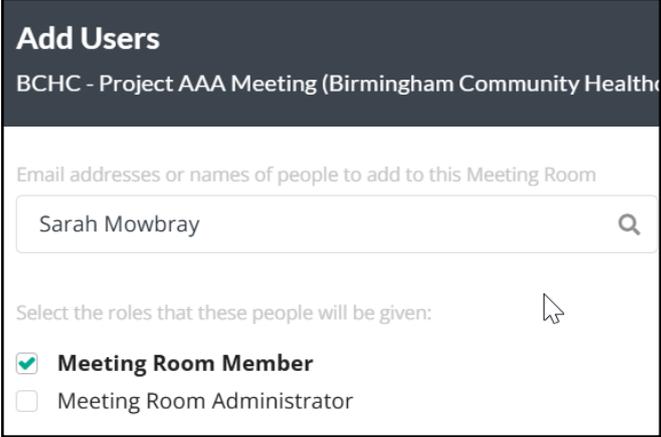
Deleting a Meeting Room

If a meeting room is no longer used, it can be easily deleted.

- Click **Meeting Room Name**

You will see a list of options

- Click [Delete Meeting Room...]
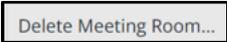
You will see a screen asking you to check that the room is no longer in use.

Delete Meeting Room?
BCHC - Project AAA Meeting (BCHC)

⚠ Check to see if anyone uses this Meeting Room. Ensure regular users are notified of its removal.

[✔ Yes]
[✖ No]

- Click [✔ Yes]