Attend Anywhere User Manual

If reading this document electronically – clicking on any of the content headings in the table below will jump to the relevant section of this guide.

Contents

Overview

Attend Anywhere is an application used to conduct video consultations with patients for pre-arranged appointments. The application is secure and approved by NHS Digital.

This user guide focuses on the functionality of the Attend Anywhere application. It should be read in conjunction with:

- Standard Operating Procedure "Video Consultations - Attend Anywhere" for questions relating to processes and governance surrounding the use of Video Consultations.
- RiO Guidance (for correctly recording and booking appointments conducted via Attend Anywhere) which are available here.

Patients do not need to register for an account and the application runs in two of the most common web browsers – Safari for Apple devices and Google Chrome for other devices.

Patients can use a variety of devices, such as tablets and smartphones, to use Attend Anywhere. A PC is not required.

The Trust recommends that Google Chrome is used to access the system on all Trust issued devices.

Windows 7+
MacOS 10.12+

Android 5.1+
iOS 11.4+

MacOS 10.11+

iOS 11.4+

Attend Anywhere is not linked to RiO – this means that no information can be shared between the two systems. Appointments for video consultations should be booked and outcomed in RiO as normal in accordance with your service specific processes.

Consultation Flowchart

The system is structured in a way that mirrors a traditional Outpatient physical clinic.
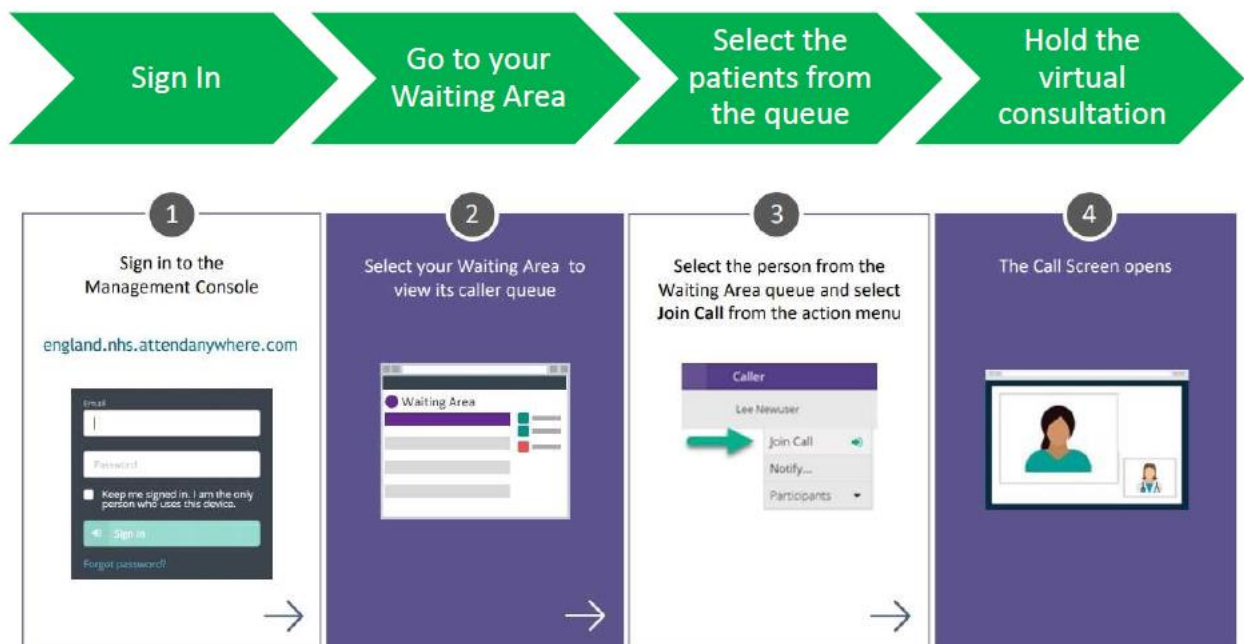
Patients logging into the system are placed in a virtual waiting room to wait to be called for their appointment.

Clinicians can select the desired patient from the waiting room area – similar to calling a patient through to the consultation room.

The patient has their consultation via a video call from within the system.

At the end of the consultation the patient can be returned to the virtual waiting room or "sent home" – disconnecting them from the system.

The process in Attend Anywhere can be divided into 4 stages.

| Sign In	Go to your Waiting Area	Select the patients from the queue	Hold the virtual consultation
1 Sign in to the Management Console england.nhs.attendanywhere.com	**2** Select your Waiting Area to view its caller queue	**3** Select the person from the Waiting Area queue and select **Join Call** from the action menu	**4** The Call Screen opens

Attend Anywhere will only work on Trust devices if the Google Chrome browser is used.
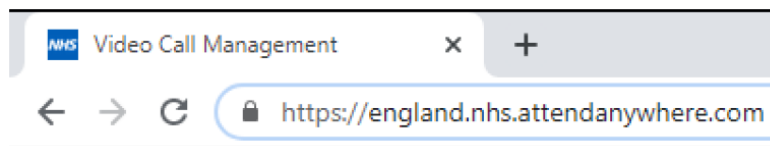
Accessing Attend Anywhere

Open Chrome:

• Click on the magnifying glass in the bottom left hand corner of your screen (for Windows 7 device this may be the Start menu).

• In the 'Type here to search' box, type: Chrome

• Select 'Google Chrome'
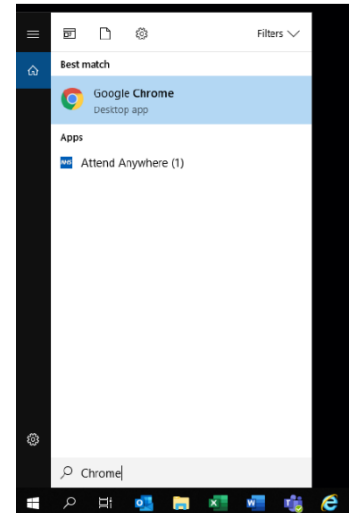
Open Attend Anywhere:

• In the Google Chrome web browser, type the following:

https://england.nhs.attendanywhere.com/

Enter Your Log-on Details

To register for access to the Attend Anywhere system – click on the link sent to you by the NHS Digital Service Desk. The email will provide instructions on how to register and create your account.

If you cannot remember your password – this can be reset from this screen by left-clicking the "Forgot Password" link.
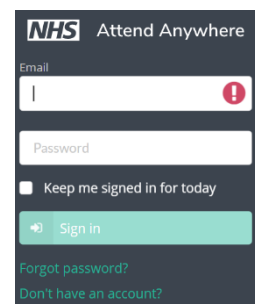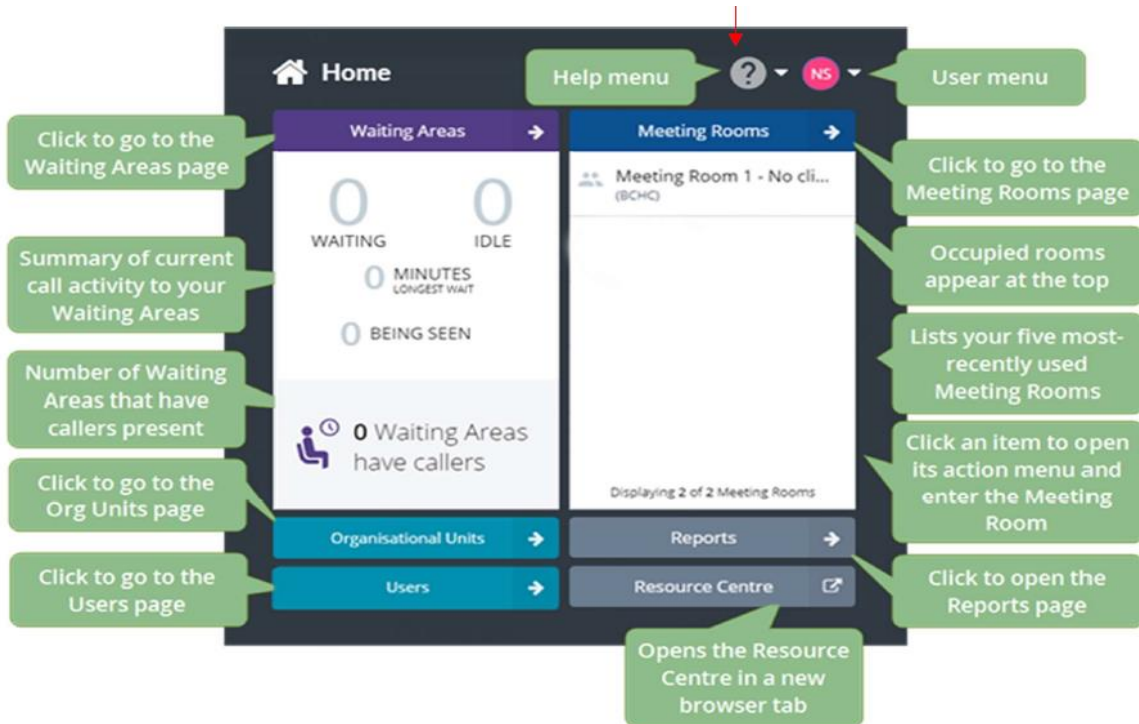
If you are prompted to Allow or Block Notifications – click **Allow.**
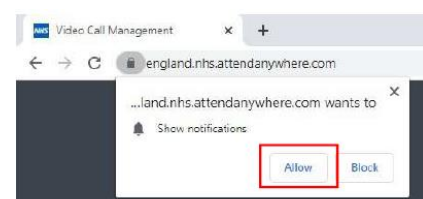
The Attend Anywhere Homepage

The homepage is the first screen that will be displayed after logging in. The page will look different for each user as only areas you have access to will be shown.

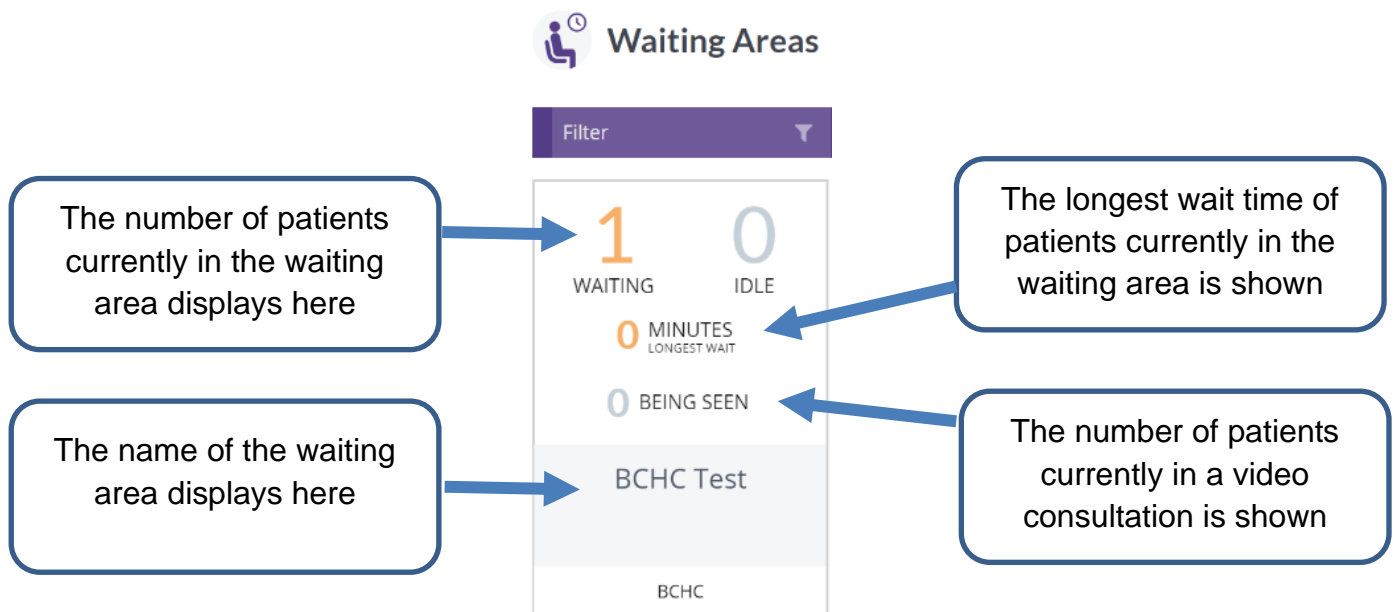|	
Help Menu	Contains various troubleshooting guides and tools to test your microphone and webcam are working properly. Posters which can be sent to patients explaining the system can also be found here.
User Menu	View your profile, roles you have been given within the system and change your password here.
Waiting Areas	Choosing this option opens the Waiting Area view – giving an overview of all waiting areas you have been given access to.
Meeting Rooms	This option may not be shown if you have not been given access to this function. Meeting rooms for staff to staff video conferencing are contained here. **The Trust has alternative applications for video conferencing such as WebEx or Teams and recommends the use of those applications.**
Org Units	This option is only used by system administrators.
Users	This option is only used by system administrators.

Selecting a Waiting Area

The screen you see upon logging into Attend Anywhere will vary depending on which waiting areas you have been given access to. Your service specific processes will advise you on which areas you should have access to.
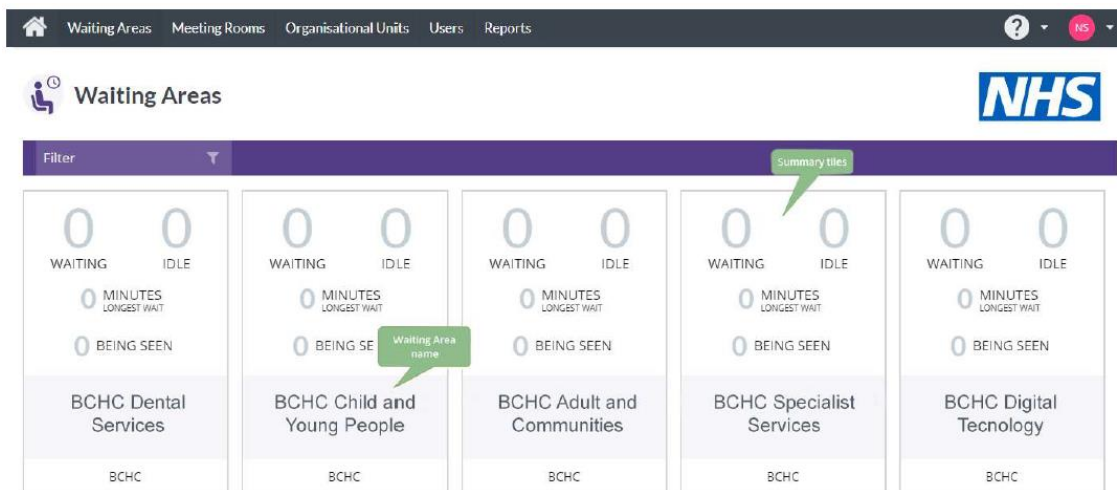
Waiting areas with be configured by the Digital Technology Services team on behalf of your service.

In this example, the user has access to five waiting areas within the system. You may see many more than this depending upon your Service.

This summary view of all your available waiting areas shows important information about each individual waiting area.

The number of patients currently in the waiting area displays here

The longest wait time of patients currently in the waiting area is shown

The name of the waiting area displays here

The number of patients currently in a video consultation is shown

Left clicking anywhere in the waiting area panel will open that waiting area.

Waiting Area Functions

The waiting area screen displays key pieces of information:

- Name of the waiting area
- Configuration Menu
- Pre-call preferences
- Status of each patient in the waiting areas
- Tools to test your microphone, webcam and internet connection

Name of the waiting area

Pre-Call Preferences

Configuration menu:

Status of each participant and the callers' details

Number of people within each virtual room

Functionality to test your microphone, webcam and internet connection speed

Action menu for the call in-progress

Waiting Area Name Panel

The waiting area name is displayed as a visual confirmation that the correct area has been selected. If the incorrect area has been entered, this section of the screen contains a link to go back to the Waiting Area Overview.

Patient/Caller List

All patients who are currently logged in and waiting for their consultation will be listed here. The view will show the patients demographic details **as the patient entered them** when accessing the system. The patient's contact telephone number will also be displayed.

The length of time the patient has been waiting will also be displayed.

Just as for a physical attendance clinic – the patient should be marked as arrived in RiO – use the links below to access the RiO Quick reference Guides.

The patient's details should be checked against information in their RiO record.

Ensure that the client record has been synchronised.

**Consult your service specific processes for guidance.**

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NHS Foundation Trust

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[Arriving a Client in Clinic](#)

[Synchronising a Client Record in RiO](#)

Test my Equipment

This tool allows you to test that your equipment is working correctly prior to beginning a consultation with the patient. It is recommended that this check is performed by all users prior to using the system.

The testing process consists of 5 steps – which test all aspects of your equipment. These steps are shown in the graphic below.
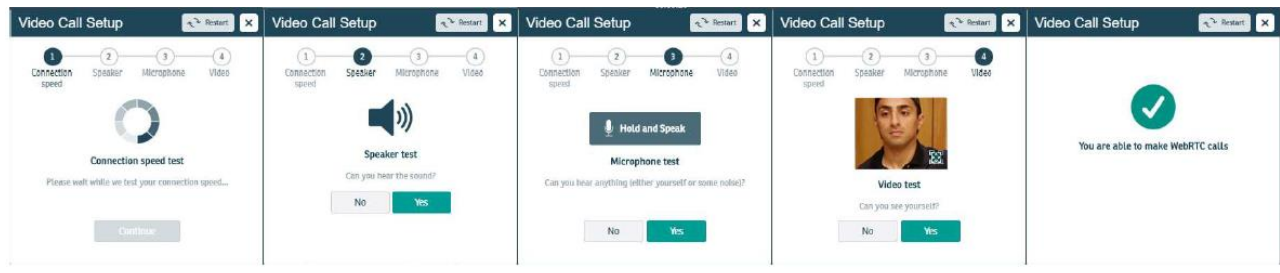

- The first stage in the testing process will commence as soon as you click on the **Test my Equipment** button.
- When each stage completes – clicking on the Continue or Yes button will advance to the next step.
- If any issues are identified at any stage – refer to the **Quick Reference Guide: System Troubleshooting**

Pre-call Preferences

The clinician has the option to setup an SMS alert to their mobile phone when a patient arrives within the waiting area being used for their clinic. This function allows the clinician to complete other tasks while waiting for people to arrive.

This text alert function applies to the entire waiting area. As such it may not be suitable when multiple clinicians are managing a single area – as only one mobile number at a time can receive these text alerts. If this function is used, remember to change the number receiving the alerts when that clinician is no longer managing the area.
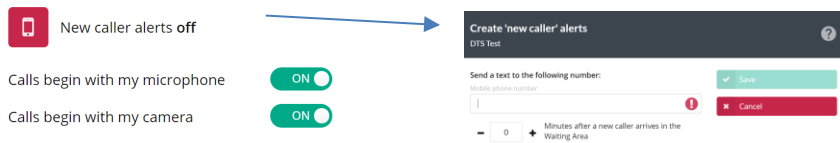
Clicking on the red phone icon will display a pop-up allowing you to specify a mobile number which a text will be sent to when a patient enters that waiting area,

The webcam and microphone for the clinician can be toggled on and off prior to joining a consultation. The default setting is for both to be turned on automatically although this can be changed. Red toggles indicate that calls will start **without** camera/microphone.
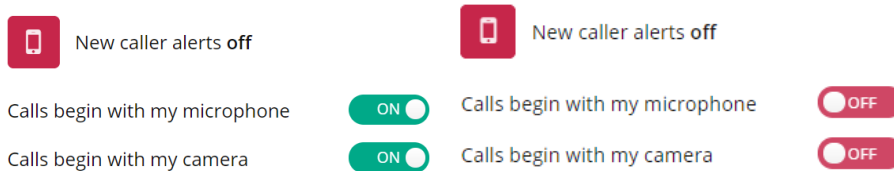
Starting a Consultation

When you are inside the desired virtual waiting room for your clinic, left clicking on a patient in the caller list will display the **Action Menu.**
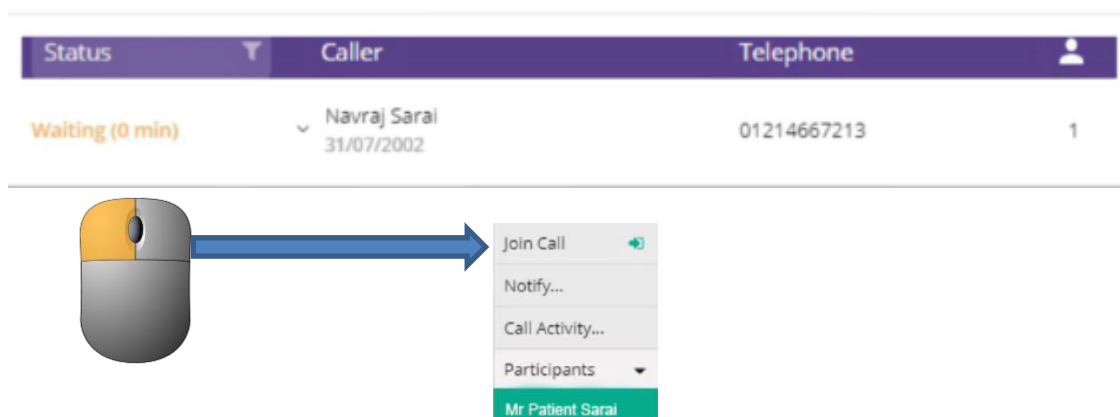
Click on **Join Call** and the video consultation will begin automatically.

Confirm you are speaking to the correct individual as per Trust Positive Patient Identification Policy (i.e. First Name / Last Name and DOB.
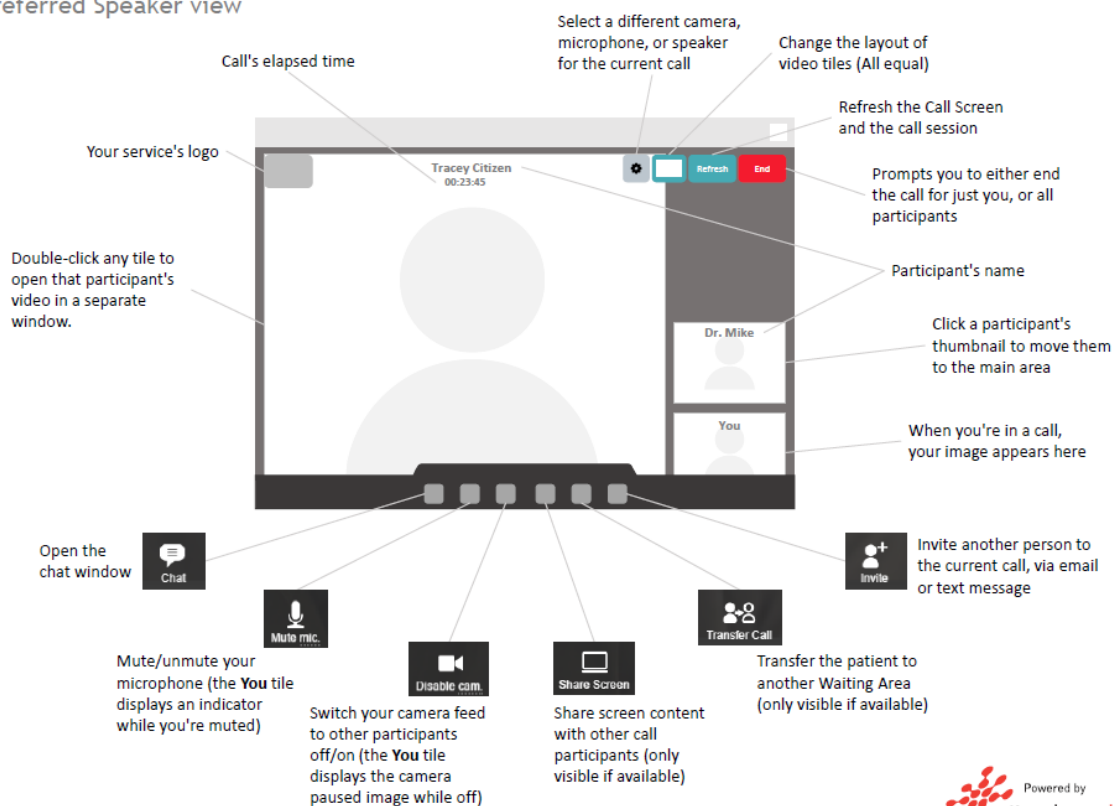
In Call Layout and Controls

After clicking "Join Call" the consultation screen will automatically open. The essential in-call controls are in a bar at the bottom of the screen.

If there are any difficulties in contacting the patient via the Attend Anywhere platform then the fallback solution is to contact the patient via the contact telephone numbers that have been provided.

Attend Anywhere Call Screen
Preferred Speaker view

Call's elapsed time

Select a different camera, microphone, or speaker for the current call

Change the layout of video tiles (All equal)

Refresh the Call Screen and the call session

Your service's logo

Tracey Citizen
00:23:45

Prompts you to either end the call for just you, or all participants

Double-click any tile to open that participant's video in a separate window.

Participant's name

Dr. Mike

Click a participant's thumbnail to move them to the main area

You

When you're in a call, your image appears here

Open the chat window
Chat

Invite another person to the current call, via email or text message
Invite

Mute/unmute your microphone (the **You** tile displays an indicator while you're muted)
Mute mic.

Switch your camera feed to other participants off/on (the **You** tile displays the camera paused image while off)
Disable cam.

Share screen content with other call participants (only visible if available)
Share Screen

Transfer the patient to another Waiting Area (only visible if available)
Transfer Call

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Chat Window

Clicking on the **Chat** button whilst in a video consultation opens the chat log window. This allows for timestamped messages to be sent to all current members of the call.

Chat ✕

Richard Scott 14:29
test message

Type a message here   200   Send
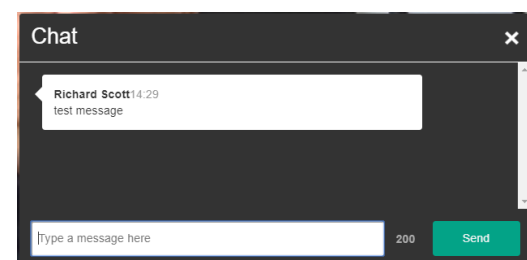
Muting the Microphone

Clicking on the Mute button during a consultation will deactivate your microphone (headset or inbuilt). Your video feed is not affected by this setting. Clicking the button a second time will turn your microphone back on.

Disabling the Camera

Clicking on the **Disable Cam** button turns off your webcam. Your microphone is not affected by this setting. Clicking the button a second time will turn your camera back on.

Share Screen

This button will allow you to share your screen with the other participants of the video call. The system will give a preview of what is about to be shared using this function. If sharing your desktop – be mindful of what documents you have open that may contain confidential information you do not wish to disclose.

Transfer a patient to a different waiting area

Whilst on a call with a patient, this button will allow you to transfer the patient to a different waiting area. You may only transfer a patient to another waiting you have access to – consult your service processes for which rooms you should be able to access.

Choosing a different waiting area to the one the patient is currently in will generate a confirmation prompt where you can cancel the transfer process
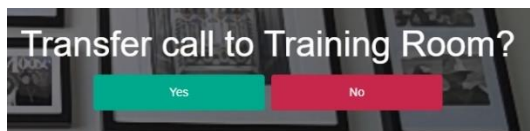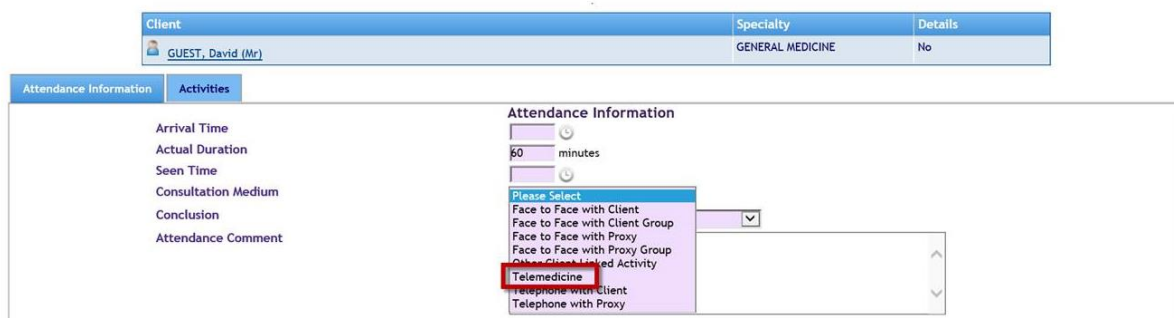
Ending a Consultation

When the video consultation with the patient has ended ensure that the call is exited correctly in Attend Anywhere and recorded in RiO appropriately:

Attend Anywhere

Click on the ![End] button in the upper right corner of the call screen. Select "End call for all participants".

RiO

- Outcome the appointment as you normally would for a physical attendance clinic.
- Consult your service specific processes for guidance.
- Ensure that the consultation medium of **Telemedicine** is entered (shown below)

Currently, the consultation medium of telemedicine is the only way to identify which appointments in RiO have been completed using the Attend Anywhere application. It is essential that this option is chosen when outcoming appointments that have been completed in this way.

System Troubleshooting

If you experience any problems in using Attend Anywhere then attempt the steps in this section prior to contacting the IT Service Desk.

Windows 10 Users

Camera Troubleshooting

If your camera is not functioning:

- External webcams: Unplug the USB cable and reinsert the cable into the USB port
- If your webcam requires a power source, check the necessary cables are connected and that the plug is connected to a power source.

After completing these steps, close and reopen the Google Chrome browser.

Operating System Controls

In Windows 10, users can check the privacy settings for your camera by clicking the Windows Start button and typing **"Camera Privacy Settings"**

The screen to the right will be displayed.

The setting switch shown should be set to "On". If it is set to "Off" this disables any webcams connected to your PC.
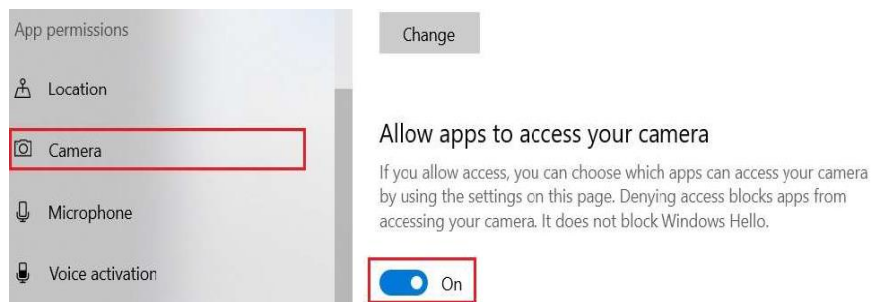
Google Chrome Settings

Google Chrome some inbuilt controls to manage what permissions are given to the Camera and Microphone. When first accessing the Attend Anywhere platform, the prompt shown below will be displayed – "Allow" should be selected.

If "Block" was accidentally selected when you first accessed the system, the setting can be changed from within Chrome by clicking the padlock icon in the address bar.
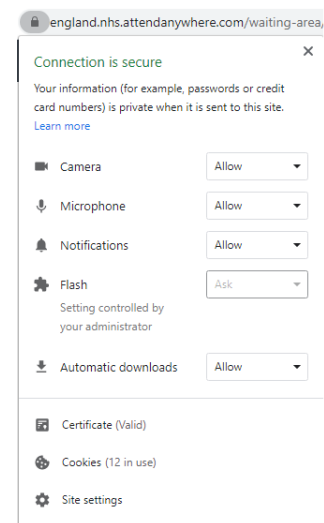
Windows 7 Users

If your camera is not functioning, try the following before contacting the Service Desk.

- External webcams: Unplug the USB cable and reinsert the cable into the USB port.
- If your webcam requires a power source, check the cables and plug are all connected properly.

After completing these steps, close and reopen the Google Chrome browser.

If connected to the Cisco VPN – disconnect from the VPN and close/reopen the Google Chrome browser before trying to access Attend Anywhere again.
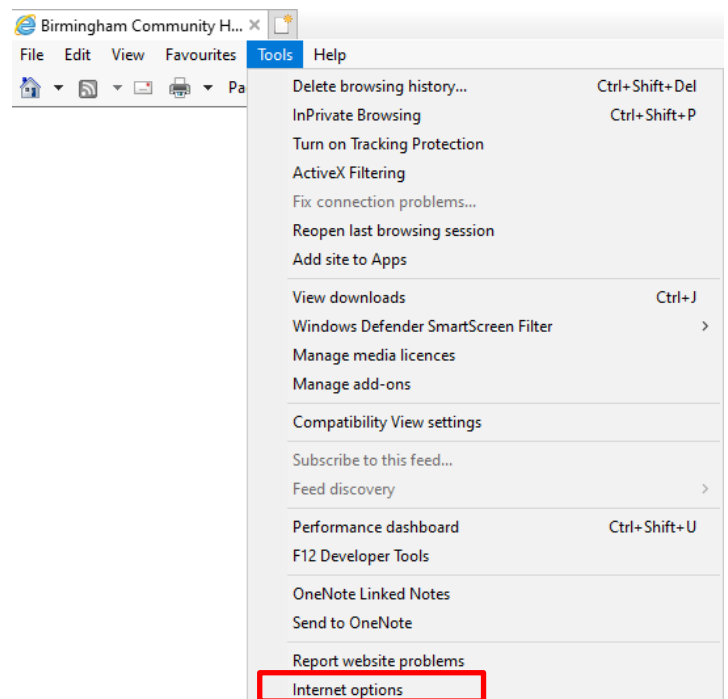
Internet Settings

Internet Explorer settings control several settings across the computer, not just those relating to the Internet Explorer browser.

Audio and Camera settings are specifically impacted by a setting called TLS. To ensure this setting is enabled on your computer, do the following:
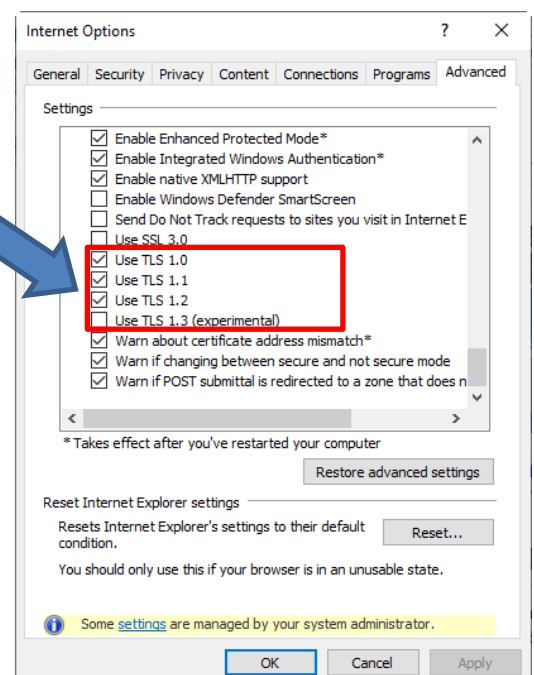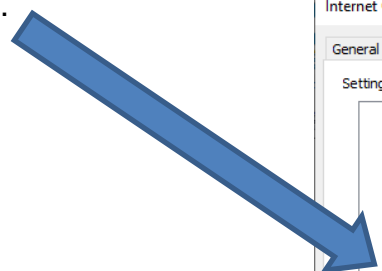
Step 1: Open Internet Explorer.

Step 2: From the Menu bar at the top of the screen, select "Tools" and then "Internet Options"

Step 3: Go to the "Advanced Tab" and scroll towards the bottom of the screen until you see "Use TLS….".

Step 4: Enable the options shown.

Quick Start – Begin A Consultation

1

Sign in to the Management Console

nhs.attendanywhere.com

Email

Password

☐ Keep me signed in. I am the only person who uses this device.

🔒 Sign in

Forgot password?

→

2

Select your Waiting Area to view its caller queue

● Waiting Area

→

3

Select the person from the Waiting Area queue and select **Join Call** from the action menu

Caller

Lee Newuser

Join Call 🔊

Notify...

Participants ▼

→

4

The Call Screen opens