

# Sesui Clinician Connect

## The Need

Clinicians are feeling the pressure: pressure to provide access to care for an increasing number of patients, across more hours, and with limited resource. Pressure to balance the needs of patients and the clinical excellence expected, with their own wellbeing.

It's a critical situation and one which is being highlighted by the many initiatives and commitments of Government, with the immediate impact of COVID-19 focusing the spotlight even further.

We've been helping address this balance for some time by making work something that clinicians do, rather than a place they go. We want to take the pressure off clinicians and clinic staff so they're able to concentrate their efforts on providing quality care, rather than being tied up in administration.

And as patients require ever more flexible access to clinicians, thanks to extended access and Out-of-Hours services, we also want clinicians to be able to extend their capacity to meet that need.

What's more, this flexibility doesn't come at the expense of security. All calls, irrespective of the device used, can be automatically recorded and can be accessed securely over N3 / HSCN. This ensures a full picture of patient contact is safely stored and easily retrieved.

## The Approach

Sesui Clinician Connect frees clinicians from having to be physically present in the clinic, enabling them to work where they want, and when the patients need them. It does so with the same security, reporting and call capabilities that are used by the UK's leading 111 providers, and with the freedom to consult at a time and place that works for you.

Clinicians can conduct phone and video consultations, anytime, anywhere, on any device, (mobile, home phone, or PC) using our flexible and secure cloud software.



This gives clinicians the opportunity to continue their work when a surgery is closed for Out-of-Hours or due to an unplanned closure, thereby increasing the potential number of patients that can be seen during normal surgery due to work commitments, or offering less physically able patients an easier avenue to access the care they need without having to be physically present. Where required, calls can be switched to video for a more complete, visual diagnosis.

## How it Works

Sesui Clinician Connect acts as an extension to your existing phone system, irrespective of age or complexity, meaning there's no need to replace existing hardware. This allows users to:

- Make all patient calls using any mobile or homephone;
- Manage all calls through the Sesui Mobile App, web browser or softphone;
- Ensure all call costs are centralised, with every call recorded, logged and reported.

Users access the Sesui service using a web portal, mobile app or softphone and then use any mobile or landline to make calls.

With Sesui's dedicated mobile app now available for both Apple and Android, clinicians can make and take calls from their mobiles while remaining within the clinic's system.

## The Benefits

Sesui's Clinician Connect is finding popularity among clinicians due to its ability to deliver the same capabilities as clinic systems, but with the freedom to consult at a time and in a place of their choosing. Clinicians say that working in this way helps them:

- Safely and securely continue to provide patient care during routine and unplanned clinic closures;
- Manage more appointments across the clinical resource team;
- Make and receive calls from any location using either a landline or mobile;
- Be more responsive to extended access and Out-of-Hours patients;
- Provide visual diagnoses remotely, with the ability to convert phone consultations to video consultations;
- Reduce admin, by removing the need to re-charge calls made from mobiles / external phones;
- Maintain control of patient data and reporting capabilities through secure integrations.



**“At least 90% of our clinicians are working parents so we had to think outside the box on how we could give them a better work life balance, while addressing unmet patient needs. Moving our voice communications into the cloud with Sesui is giving us the flexibility to do both.”**

**Jai Medical**  
**(5 surgery practice, North London)**

### About Sesui

We're the bright British innovators of award-winning cloud communications software — connecting people to organisations when it's critical they get through. For 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, customer services and the voluntary sector.

And behind every solution... our award winning Sesui Call Manager product and our talented team. Our cloud software floats above an organisation's technology, so they don't need to replace what they've already got. All the reliability of the cloud with the nimbleness, elasticity and sustainability of Sesui.

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