

# Sesui Video Consultation

## Product Overview

Video calling applications may once have been predominantly limited to personal use or Enterprise level conference calling - but many organisations now recognise that video is crucial in connecting them with the people they support.

The health sector is a prime example, with technology being rolled out over the next two years, enabling GPs to offer video consultations as part of their routine interaction with patients.

The key to successful video communication is making it as simple as possible to establish a secure connection. The Sesui service is user-friendly, robust and secure.

Video conferencing services may have been available before, but only now is there the capability to initiate and carry out secure one-to-one video consultations which are simple to operate and widely available. With a proven track record of more than 15 years in innovative call management solutions, Sesui can now enable you to either upgrade an active voice call to video, or initiate a video consultation without a pre-existing call.



## About the Sesui Video Application

The Sesui Video Consultation Application is accessed through a software licence. The software allows consultations between a clinician using any laptop, either on the move, at a surgery or being home-based, connecting with a patient using their mobile phone.

## Making the Connection

Video consultations are initiated by invitation – sending the recipient a unique web-link via email or text. Using the link the patient will make a secure connection to the video consultation, which remains active until the initiator closes the session. Like systems adopted by UK banking, the invitation link is a ‘one time’ invite and, should the remote party fail to connect, the link will expire immediately.

### In-Call Upgrade

With a telephone triage call already in progress, clinicians have the option to upgrade the call to video. Simply activating the video application will send details to the recipient allowing them to connect and upgrade the established call.

### Reporting

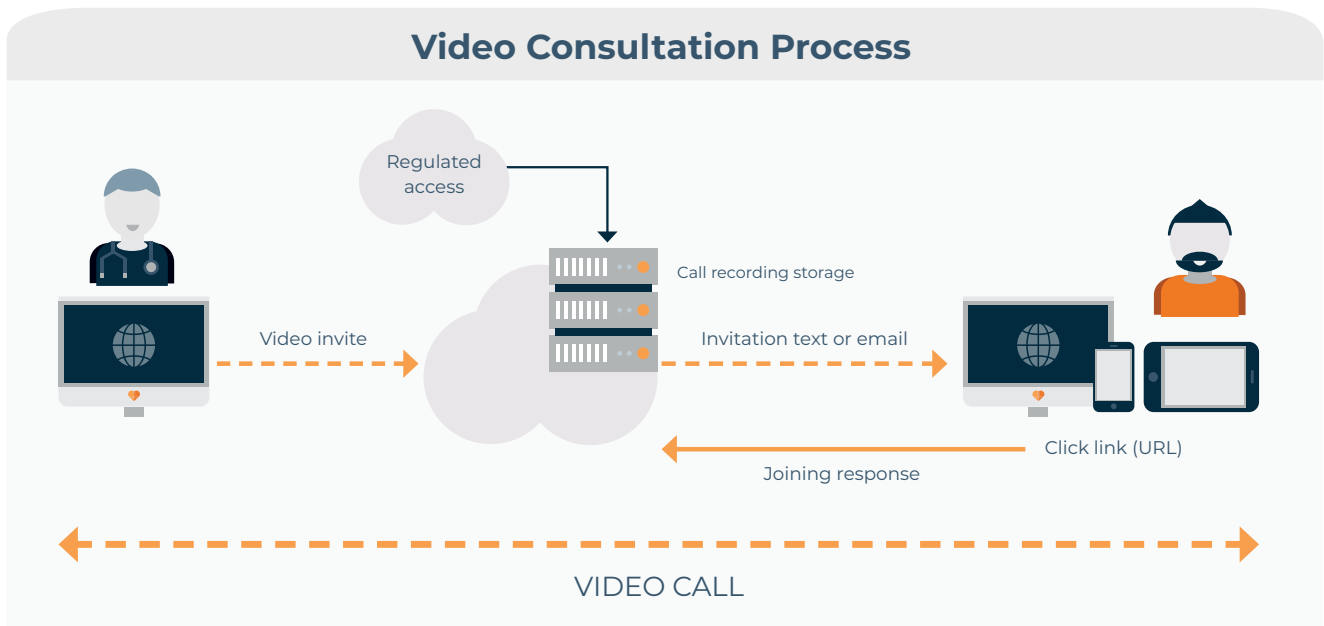
Video call details (i.e. call log information) are captured and made available to authorised users via the Sesui Management Information Portal. The management portal provides service and user details, plus a wide range of pre-formatted and free format reporting options to view and assess system activity and performance. Video and voice call log details are collected and presented in tabular form giving a sequenced view of call activity.

A range of filters ensures that the collected statistical data can be viewed and / or exported to deliver the level of business intelligence required by most organisations.

### Call Recording

The Sesui service offers audio recording by default, with video recording available as an option. Data is securely stored and encrypted within the Sesui private cloud and can be accessed by authorised users (username, password, PIN controlled) via the Sesui Management Information Portal.

For regulated organisations (i.e. those in the Health Sector) access to secured data is only possible via N3 / HSCN connections.



### System Requirements

- We recommend that you use either Google Chrome or Firefox browsers;
- The clinician will need access to a laptop or PC with a sound-card, camera and headset + microphone;
- Patients can use most compatible Android or iOS devices;
- There should be no restrictions regarding mobile service provider or broadband / WIFI provider.

## Simplicity

In the NHS environment, having confidence in tools that bring simplicity, rather than complexity to the consultation room is key.

The Video Consultation Application couldn't be simpler:

**Step 1:** Clinicians invite patients to a Video Consultation using a unique URL, via text to a mobile, or via email to any video enabled tablet or laptop;

**Step 2:** Once the notification is received on their device by the patient, they open the Video Consultation by simply clicking on the link;

**Step 3:** The Video Consultation will open using the default browser on their device;

For the patient there are:

- no App downloads required;
- no registration required;
- no login / username / passwords to remember.

## Benefits

Video is proven to bring a range of practical benefits to organisations with dispersed, mobile, or home-workers, particularly within healthcare, including:

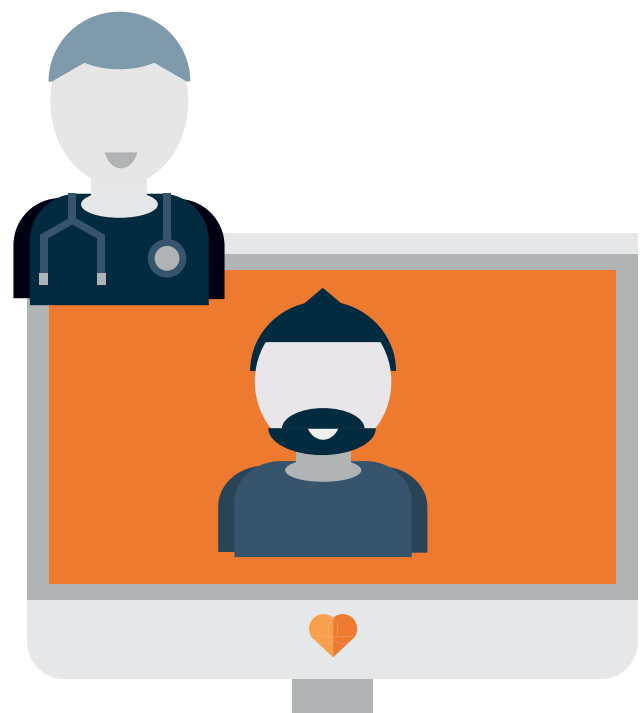
- Enhance flexible working practices – a video call can be initiated from a PC or laptop with a camera and microphone, so can support office, home and mobile working;
- Enrich conversation without the need for travel - Voice is great but there are times when something visual saves a thousand words;
- The service is simple to use, both initiating calls and responding to a received invite.

## Privacy & Security

The Sesui system is a private cloud-based service and all components of the system, both Sesui and any sub-processor, are UK based and operated in accordance with prevailing UK regulations. Data processing, using the Sesui Video Consultation Service, will ensure that the processing of possibly personal and / or special category data will be under the control of Sesui's information governance and information security processes and procedures.

To further support security and privacy Sesui have deployed these features:

- Individual session URLs are burnt immediately after the clinician has closed their session, or both parties have left;
- A fully encrypted, one-to-one (AKA peer-to-peer) connection is established only between clinician and the invited patient - the service operates using the industry standard Web RTC protocol;
- The audio element of all calls is recorded;
- By default, the audio of all calls is recorded and recordings can be linked to ADAstra records;
- Call recordings can be accessed immediately, streamed via a N3 / HSCN connection for Health Sector users.



# About Sesui

**Sesui's the bright British innovator 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, manufacturing and the voluntary sector. Our cloud software – Sesui Call Manager – 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.

**Sesui**  
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