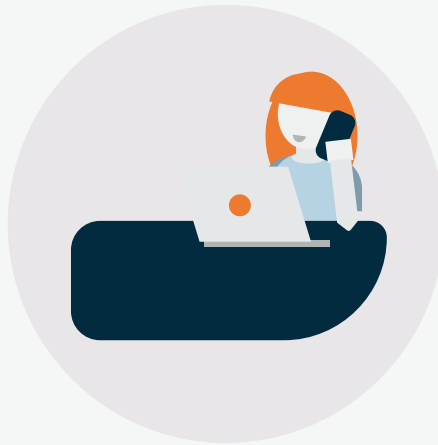
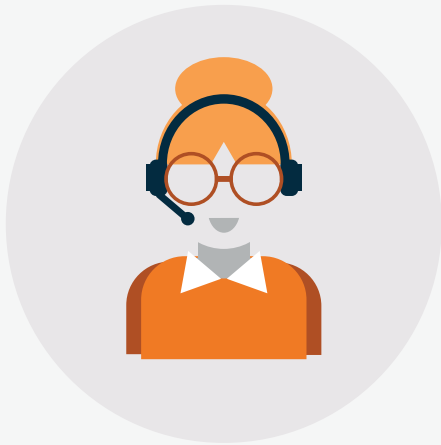


Sesui GP Connect Featuring Secure Clinician-to-Patient Video

March 2019





The approach

With the use of video apps in our personal lives, it's only natural that people are beginning to accept and seek out this kind of engaging experience in more of their conversations. Unsurprisingly, video's changing the face of GP communications too.

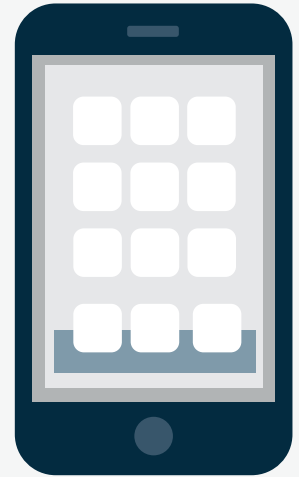
More and more, video has become the most demanded feature from our healthcare clients, in order to improve the patient experience and manage over-stretched, highly skilled clinical resource.

As part of the new GMS Contract announced in January 2019, all practices should provide video/online consultations to patients by April 2020. Furthermore, with video at the centre of many competing private sector services, such as Babylon's GP at Hand and Push Doctor, GP practices need to take action.

Following a successful trial, Sesui have expanded our award winning cloud communication offer to include secure and private video. Our new video service will be offered to clinicians as part of our GP Connect solution, to meet the growing demand for video calls in healthcare.

Our approach is to help clinical resources provide patients with secure access to video, with video offered to upgrade a voice conversation for remote visual diagnosis, or for repeat / pre-scheduled appointments.

And the whole experience is designed to be straightforward, with no app to download or registration needed, a GP simply sends a link to the patient's smartphone, tablet or laptop for a video call to begin.



How it works

The Sesui secure video service is offered through our Sesui GP Connect service. It gives clinicians the freedom to not only work where they want to, but where their patients need them, by connecting with patients, anytime, anywhere, on any device, using our flexible and secure cloud software.

Once logged in to the Sesui service, video calls can be made in 3 straightforward steps:

1. **Make a call** through the Sesui cloud platform at sesui.com.
2. **Upgrade to video** by sending a unique link via SMS or email.
3. **Join the consultation** through a secure video room when the patient clicks on the link on their smartphone, tablet or laptop.

In-Call Upgrade

During any call made using the Sesui GP Connect service calls can be upgraded to video.

The clinician asks if the patient would be happy to turn the voice call into a video conversation, and then clicks the video button within the Sesui GP Connect service.

Scheduled Video Consultations

Video is becoming a preferred choice for some patients needing to schedule or repeat appointments for asthma, diabetes and cardiology clinics. Remote video helps to match specialist clinical resource and patients in a timely way.

Integration and reporting

With Sesui GP Connect, we capture video calls in our reporting in the same way we capture voice calls, allowing managers to see the split of calls made over video in comparison to phone. By default, all video calls are NOT recorded, maintaining GP and patient privacy.



The benefits

Quick access to experts

Accessing clinicians during regular working hours is becoming challenging. Now with specialist clinics, extended and out-of-hours services, it's even more so. Video can provide a faster and simpler way to offer specialist appointments, out-of-hours advice and repeat appointments. It improves the patient experience by saving them time, reducing inconvenience, and maintaining personalisation of care, while reducing overheads on the healthcare organisation and effectively managing clinical resources.

Video is ideal for clinicians working remotely or who are on the move, or for patients unable to travel but needing to stay connected to this vital service. More and more patients are requesting video consultations as a way to sidestep an unnecessary trip into the surgery – particularly amongst patient groups with disabilities or in remote areas.

And for GP practices that operate on “total telephone triage”, and out-of-hours providers offering home visits, it's an efficient way to further assess the patient and agree next steps – whether that's self-care, a face-to-face appointment or an ambulance call out.

It's often simpler to show than tell

When you need to see a person or a problem, having the freedom to upgrade a voice call to video can be a far quicker way to reach a diagnosis. We think of it as enriching the voice conversation. In fact the resolution of a Sesui video call is so good, that GPs using the service have been able to see minor skin complaints when triaging patients.



The benefits

More personalised patient care

Video provides that all-important visual connection between the clinician and the patient, when needed, which helps to build trust and reassurance. And it helps in maintaining consistency of care between the clinician and patient.

No need to rip and replace

Sesui Video is an ideal way to comply with changes to the GP contract and respond to patient demand. There's no need to start again, as you can simply overlay this feature on existing services - it's compatible with all telephone systems and technology.

No need to be IT literate

Nobody needs to be an IT expert – not the clinician, nor the patient. The patient doesn't need to register or download any third party software – we've removed all of those barriers. Sesui Video simply runs off the browser on their smartphone, tablet or computer.

The world just got smaller...

Sesui's the bright British innovator of award winning cloud communications software - connecting people to organisations when it's critical they get through.

Sesui Video is already being used at practices where GP partners are working from home to triage patients. To find out how Sesui Video can work for you, please get in touch on info@sesui.com

Sesui
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