

Visionable II

Quick Guide to Using Visionable to Joins (and Manage) Appointments Clinicians Guide

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Contents

Introduction to Visionable	3
How to Create a Visionable appointment.....	4
Using Visionable to Join (and Manage) a Call	7
Further Information.....	9
1. Managing Filters	9
2. Key Settings in the APP	10

Introduction to Visionable

Visionable is a “cloud based” video consultation service and software used to conduct remote clinics, consultations and meetings between staff and patients, and reduce the need for travel for both staff and patients.

Because it is cloud based the patients do not need to “download” any programmes to use it – they simply click on a link sent to them by email or text.

To use Visionable to manage your clinics you will need to access the Visionable website, **ruh.visionable.com/control**.

There are now 2 options to manage the video connection, the Visionable App , and the new Visionable Web Client

Please note that you should be able to use Visionable on any PC or Desktop or any Apple (NOT ANDROID) device.

This guide will take you through create an appointments and sending the link to the patient and then joining and managing a call. If you have admin support to do create your appointments go straight to joining and managing a call.

The last section of this document includes some useful further guidance on using filters and some important set up guidance

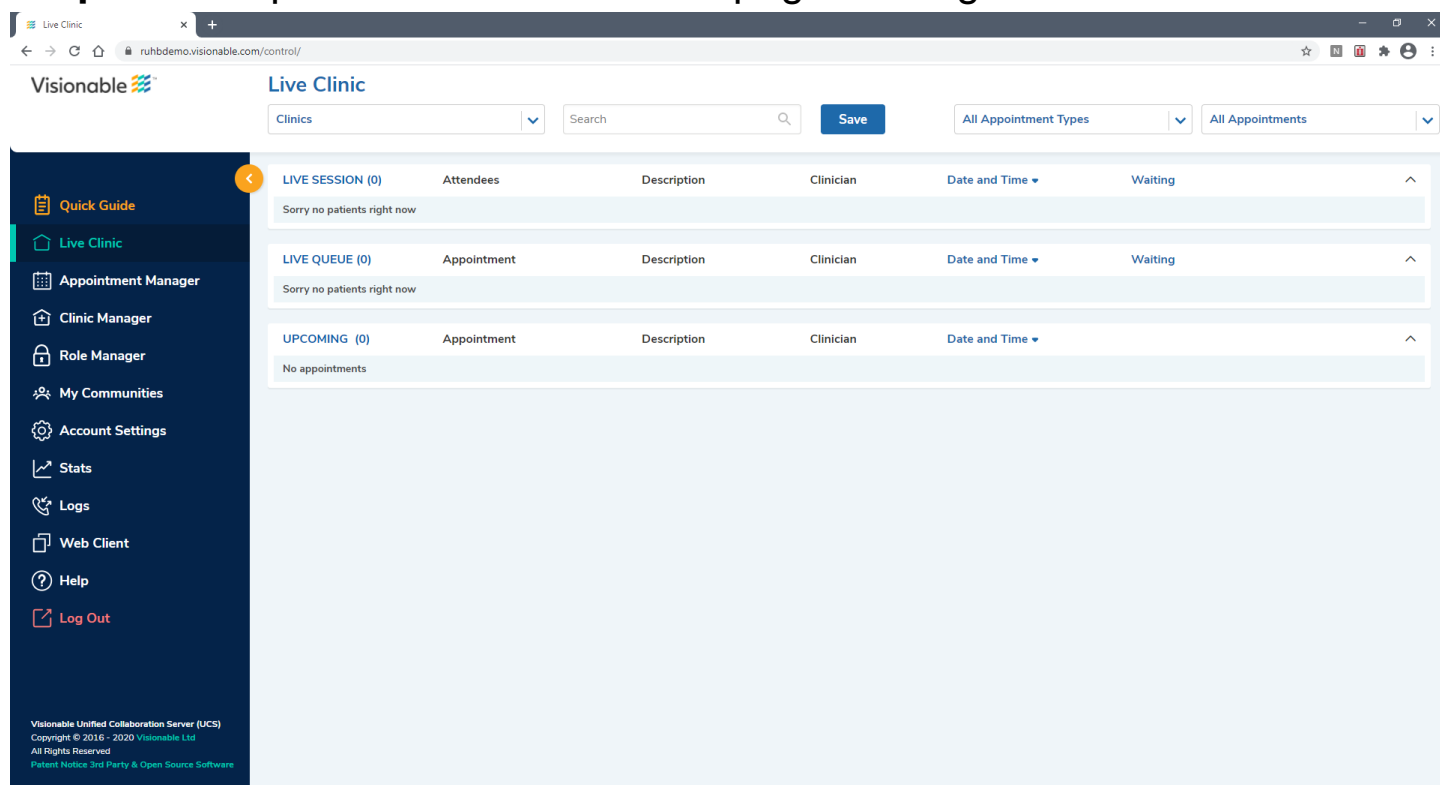
How to Create a Visionable appointment

Visionable appointments are either created by the Speciality Admin team or the Clinician.

There are 2 options in creating an appointment

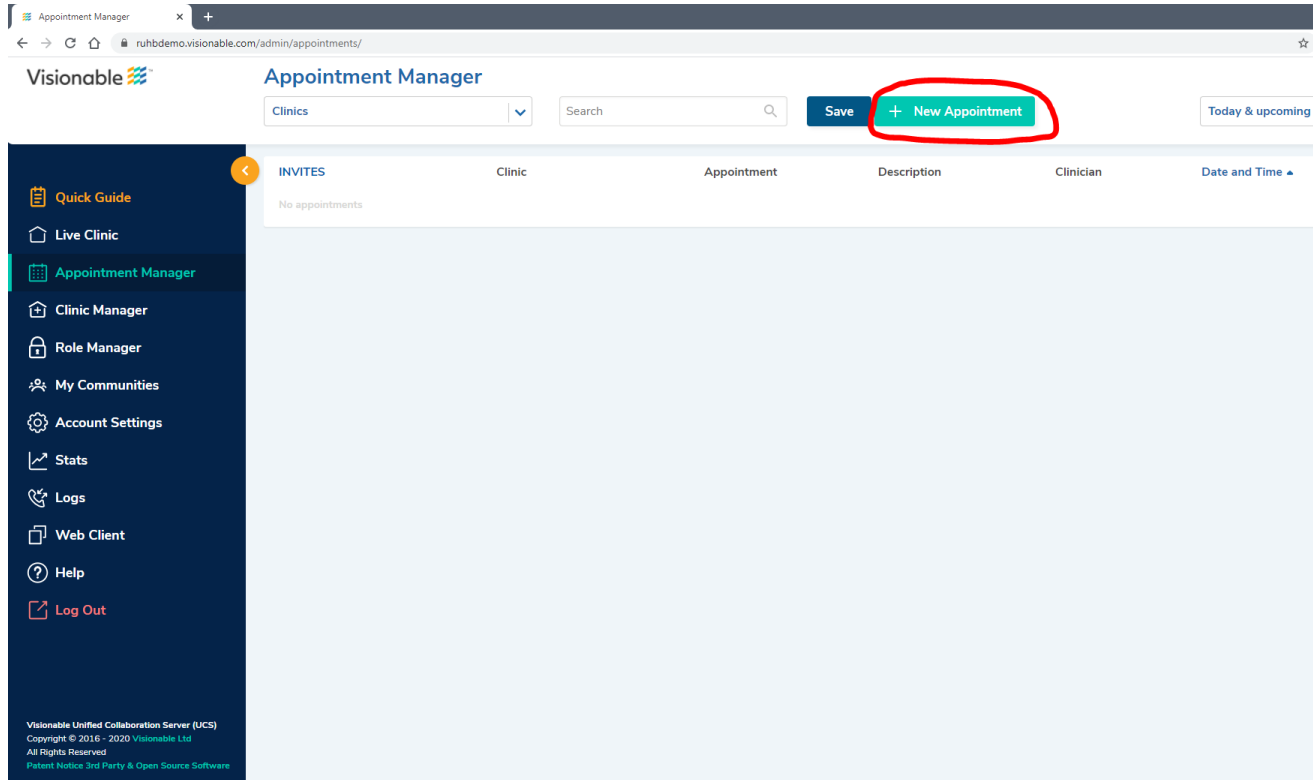
1. Drop In – useful if you wish to create the appointment just before the call
2. Scheduled – these are usually created ahead of time by the Admin team when the future appointment is first agreed.

Step 1. Open the Visionable Web page and log in

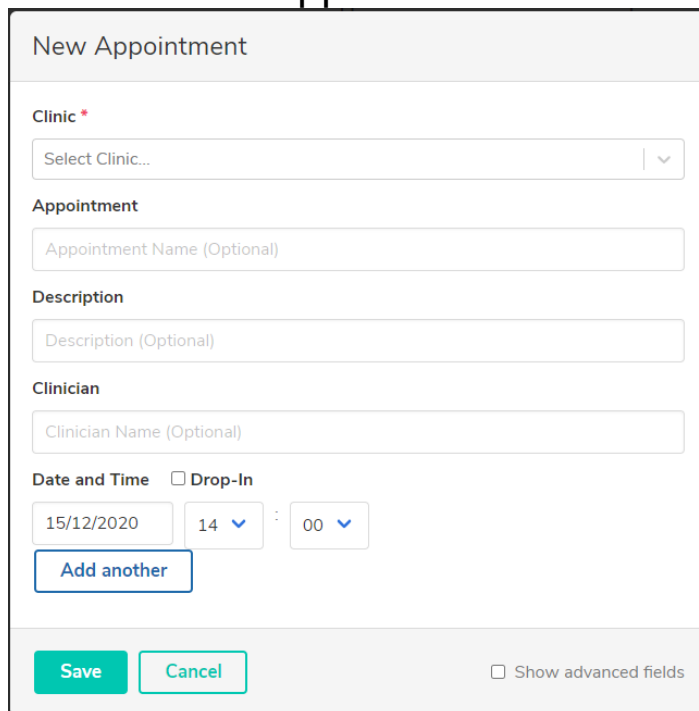
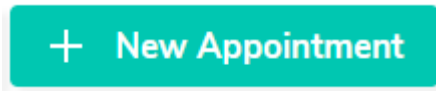


The screenshot shows the Visionable Live Clinic interface. At the top, there is a search bar and a 'Save' button. Below this, there are three sections: 'LIVE SESSION (0)', 'LIVE QUEUE (0)', and 'UPCOMING (0)'. Each section has a table header with columns for Attendees, Appointment, Description, Clinician, Date and Time, and Waiting. The 'LIVE SESSION' and 'LIVE QUEUE' sections show 'Sorry no patients right now'. The 'UPCOMING' section shows 'No appointments'. A sidebar on the left contains navigation links: Quick Guide, Live Clinic, Appointment Manager, Clinic Manager, Role Manager, My Communities, Account Settings, Stats, Logs, Web Client, Help, and Log Out. At the bottom left of the sidebar, there is copyright information: 'Visionable Unified Collaboration Server (UCS) Copyright © 2016 - 2020 Visionable Ltd All Rights Reserved Patent Notice 3rd Party & Open Source Software'.

Step 2. Click on  **Appointment Manager**



Step 3. Click on New Appointment



The screenshot shows the 'New Appointment' form. The form has a title 'New Appointment' and several input fields: 'Clinic *' (a dropdown menu with 'Select Clinic...' and a downward arrow), 'Appointment' (a text input field with 'Appointment Name (Optional)' placeholder), 'Description' (a text input field with 'Description (Optional)' placeholder), and 'Clinician' (a text input field with 'Clinician Name (Optional)' placeholder). Below these fields is the 'Date and Time' section, which includes a 'Drop-In' checkbox, a date input field showing '15/12/2020', a time input field showing '14', and a minute input field showing '00'. There is an 'Add another' button below the date and time fields. At the bottom of the form, there are 'Save' and 'Cancel' buttons, and a checkbox labeled 'Show advanced fields'.

Step 4. Search for the required clinic (entering the first few letters of its name)

Step 5. In Appointment enter the name of the patient

Step 6. In Description enter the MRN of the Patient

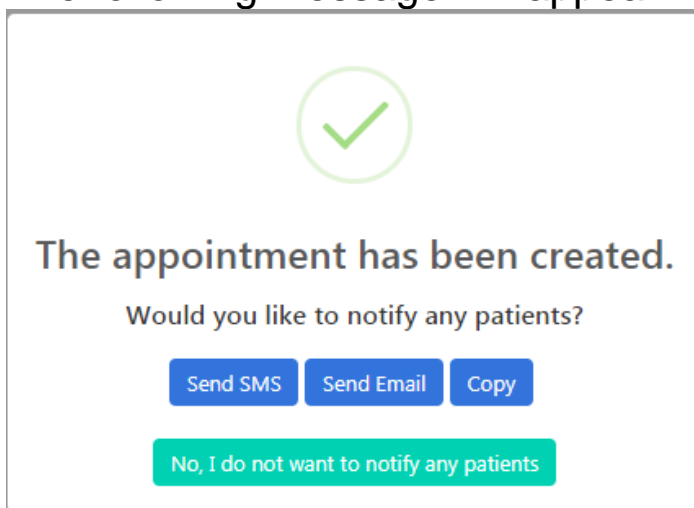
Step 7. In Clinician add the name of the clinician taking the clinic

Step 8. Now you need to decide whether you wish to use a **Drop In Appointment** (to use immediately) or a **Scheduled Appointment** (with a specific date and time).

Step 9. For Drops in click drop in
For Scheduled appointments enter the date and time I

Step 10. Click Save.

Step 11. The following message will appear

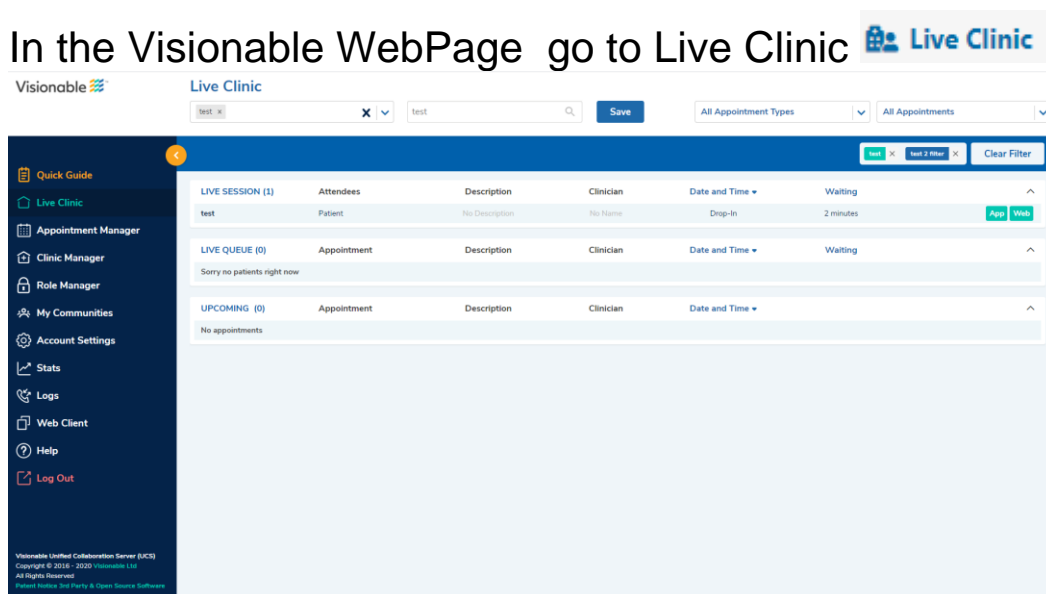


Step 12. Click send SMS (to Text) or Send email to enter phone number / email address of the patients and to send the appointment link to the patient

Using Visionable to Join (and Manage) a Call

Once the patient has received the appointment email or sms they will click on the link (there and then or at the appointment date and time¹), the system takes them through checking the video and sounds and the enter the live clinic. They will be able to see a video of themselves and have a message saying “Waiting for Clinician”

Step 1. In the Visionable WebPage go to Live Clinic 





Step 2. Schedule Calls appear in the **Upcoming** Section

Step 3. Once a patient has clicked on a link for a Scheduled or Drop in call, the calls will first appear in the **Live Queue**



Step 4. Once you are free and the patient has checked their video and audio and clicked “Enter Clinic” they will appear in the **Live Sessions**, (this may take a few moments)



Step 5. Find your appointments (it is recommended that you create filters to only see your appointments see below)

¹ They can join a scheduled appointment 10 min before and up to 60mins after the appointed time (this is to allow for late running clinics)

Step 6. You can now decide whether to join the call using the App (as we have done in the past) or the Web Client (using the new web based function)  

Step 7. Simple click on the Icon you wish to use (both have similar functions – see the differences below)

Step 8. To close the call – click both the red phone  in the App/Web Client and THEN  on the Web Page

Step 9. To log off the APP or Web Client click  (left on the APP) then 

Further Information

1. Managing Filters

We recommend that you use filters so that you are only presented with appointments in the clinics that are relevant to you.


1. Go to the Visionable Website RUH.VISIONABLE.COM and sign in.

2. Go to Live Clinic

3. In the search box (just below Live Clinic)

Live Clinic



start typing the name of your clinic and click to select it (to add another clinic click on the downward arrow  and repeat the process)

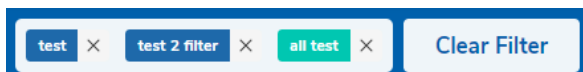
4. Click “Save” and enter the name of the filter



Please enter the name of your filter set

OK Cancel

5. To use the filters simply click on the required one



6. Use Clear Filters to see all appointments

7. Use x, to delete a filter 

2. Key Settings in the APP

The following settings may be useful



1. General Settings

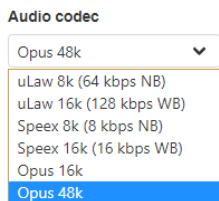
Check the General Setting are set to the following otherwise the App may open in the system tray (the system tray is accessed by clicking on the ^ icon bottom right on the screen.)

System settings

- Launch Visionable when my computer starts
- Start Visionable minimized to menu

2. Audio Setting

In the APP (not the Web Client) you can change the quality of the Audio



But remember this is limited by the quality of the patients (and your) connection

3. Video Setting

You can also change the quality of the Video

