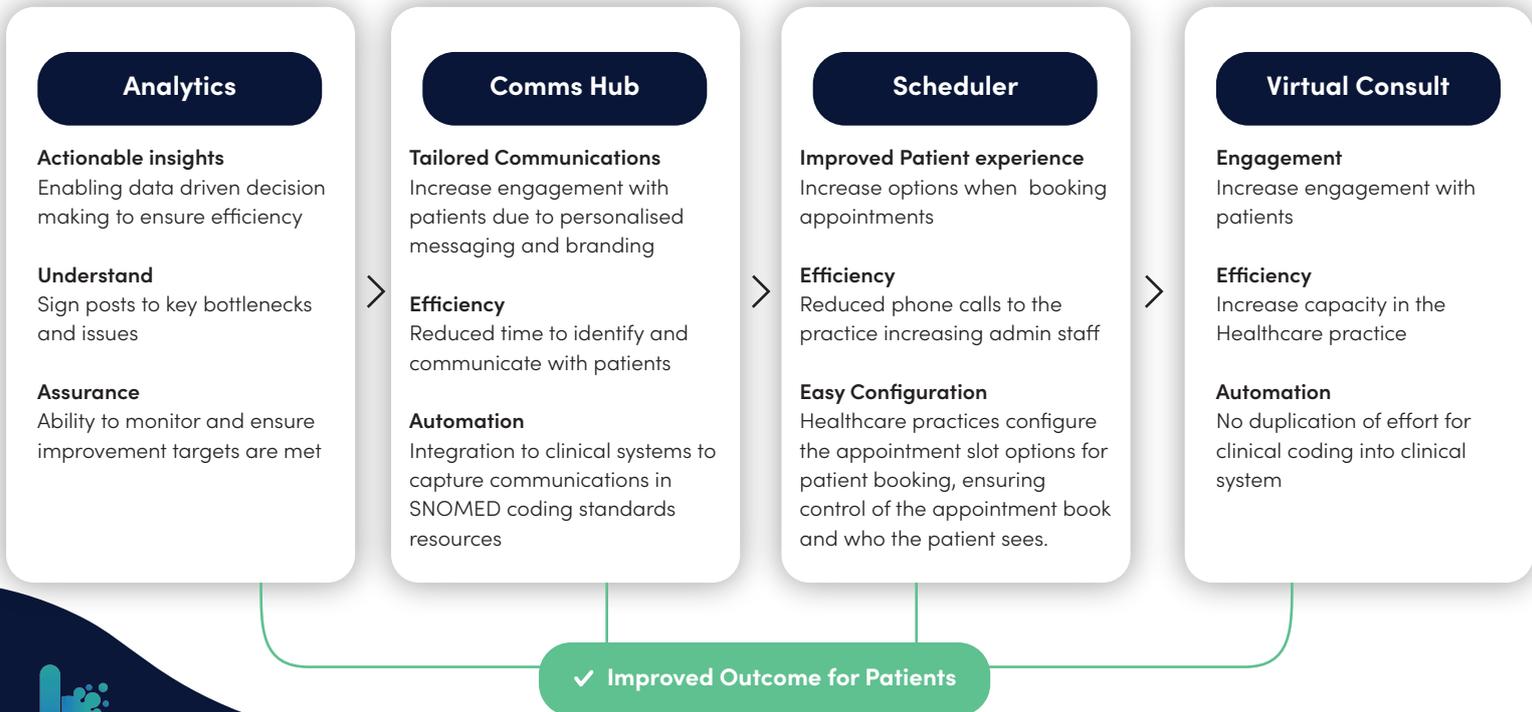


PACGO

OVERVIEW

The Patient and Care Optimiser is a technology solution built *by* general practice *for* general practice. Our one stop shop solution enables your practice to indentify with our analytics engine, engage with our comms hub, schedule using the patient facing scheduler and care for your patients virtually with our virtual consults module. All of this is constantly fed back into the clinical system meaning no manual effort is needed on the clinicians behalf to update any patient record.

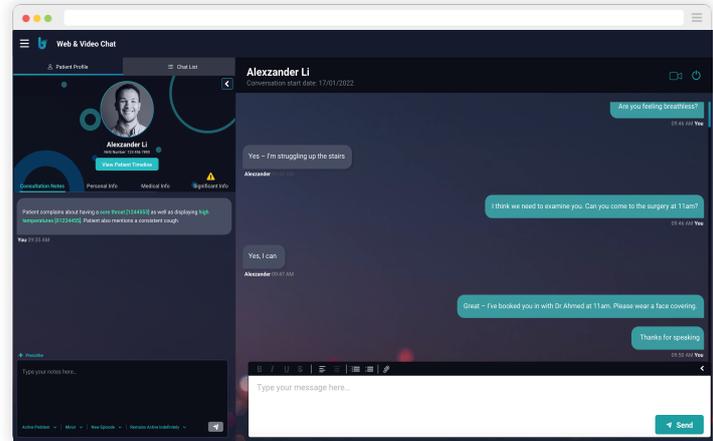


Virtual Consult

DESCRIPTION

The virtual consultation module in PACO connects the healthcare and the patient in a Web Chat or Video consultation. The healthcare professional only gets notification to join the consultation when the patient has joined, therefore reducing time spent waiting for a patient that doesn't show.

During the consultation the healthcare professional and the patient can provide text, imaging and links to improve the consultation experience, and all notes are captured and stored (Subject to consent) for future review. During the consultation the healthcare Professional can also make notes and clinical (SNOMED) codes that can be automatically uploaded into the clinical system against the patient record ensuring, no duplication of effort and risk of notes not being captured in the clinical system.



Feedback from patients and Healthcare professionals enables further analysis on service offering to patients, or effectiveness of the appointment. With consultations being stored for future medico-legal, training and review purposes, the data can be used to improve the overall experience.

WHY IS IT IMPORTANT?

- Reduce duplication of SNOMED coding in multiple locations
- Improve patient experience on consultations with healthcare professionals making the experience more personalised and engaging
- Storing of all media for future training and review where necessary

WHAT IT DOES

Virtual consultation offers webchat, video and voice consultations that can be captured and coded back into the clinical systems improving the experience and efficiency for all. The functionality can also be used for non-medical updates on the patient record meaning less time spent on routine activities.

BENEFITS



Engagement

Increase engagement with patients through virtual consultations, and interaction with healthcare professionals in our MDT (Multi-Disciplinary-Team) consultation mode.



Efficiency

Increase capacity in the Healthcare practice by being able to run more consultations and appointments through Webchat. For example: Admin patient web chat sessions.



Automation

No duplication of effort for clinical coding into clinical system. A PDF transcript of the consultation is also produced to enable further patient comms where required

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