

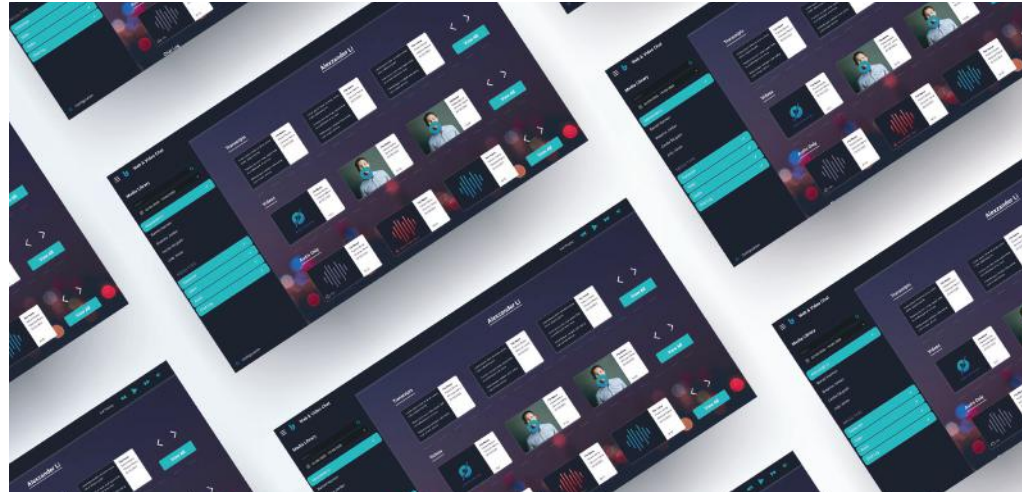
Description

PACO's Virtual Consultation module bridges the gap between healthcare organisations and patients through web chat or video consultations. This streamlined platform ensures that healthcare professionals are only notified to join the consultation when the patient is present, reducing waiting times for no-show patients.

During these virtual consultations, both healthcare professionals and patients can exchange text, images, and links to enhance the overall consultation experience. All notes are securely captured and stored, subject to patient consent, for future reference. Healthcare professionals

can also make real-time clinical (SNOMED) codes during the consultation, which are automatically integrated into the patient's clinical record, eliminating duplication of effort and the risk of notes not being recorded in the clinical system.

Feedback from patients and healthcare professionals allows for further analysis of service offerings and appointment effectiveness. These consultations are stored for future medico-legal purposes, training, and reviews, enabling data-driven improvements to the overall healthcare experience.



Why is it important?

Efficient SNOMED Coding: Reduces duplicate SNOMED coding across multiple locations and enhances the patient experience by personalising and engaging healthcare consultations.
Training and Review: The Virtual Consult module stores all media for future training of new staff members and review when necessary.

What it does

Versatile Consultation Modes: Virtual consultations support web chat, video, and voice interactions, streamlining coding back into clinical systems to enhance efficiency and the overall patient experience. The functionality can also be used for non-medical updates on patient records, reducing time spent on routine activities.

Benefits



Increased Engagement: Boosts patient engagement through virtual consultations and interactions with healthcare professionals in Multi-Disciplinary Team (MDT) consultation mode.



Enhanced Efficiency: Increases health organisation capacity by conducting more consultations and appointments through web chat, including administrative patient web chat sessions.



Automation: Eliminates the need for duplicated clinical coding efforts in the clinical system. A PDF transcript of the consultation is generated for further patient communication when required.