

Consultant Connect Desktop Calling Guide

Securely place Advice & Guidance calls from your browser

If you don't yet have a Consultant Connect account you can set one up in a matter of minutes. All you need is an NHS email address to get started. [Click here](#) and follow the simple steps to sign up. Once you have set up your account you'll be able to use the same credentials to log in to the free Consultant Connect App and Consultant Connect in your browser.

The Desktop Calling feature on Consultant Connect in your browser enables you to place rapid Advice & Guidance calls to specialists from your computer. **To start using this feature, log in to [Consultant Connect](#) in your browser and follow the simple steps below:**

1 Click on the 'Calls' menu item.

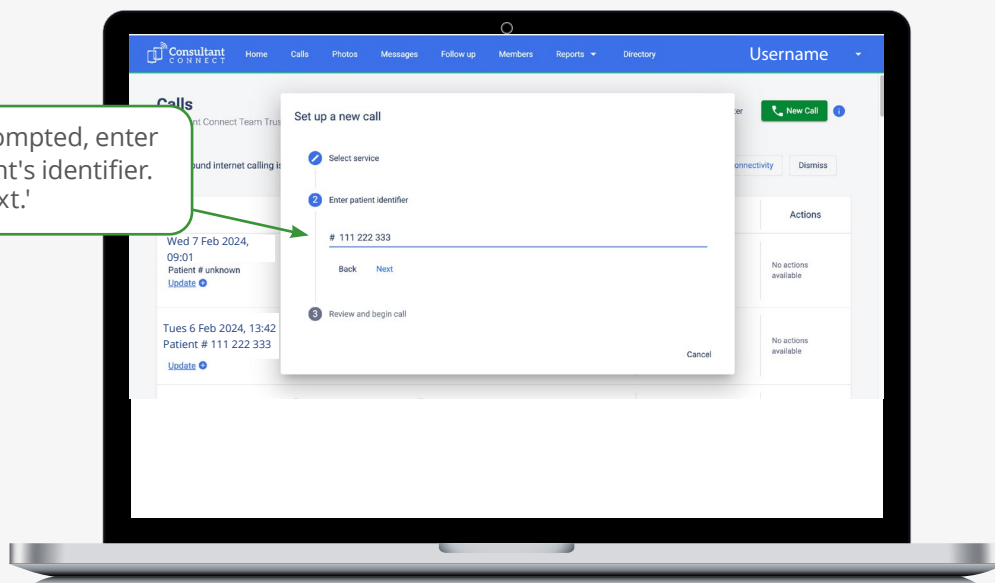
2 Click the 'New Call' button to set up a new call.

3 Select the relevant specialty team you wish to call from the dropdown options.

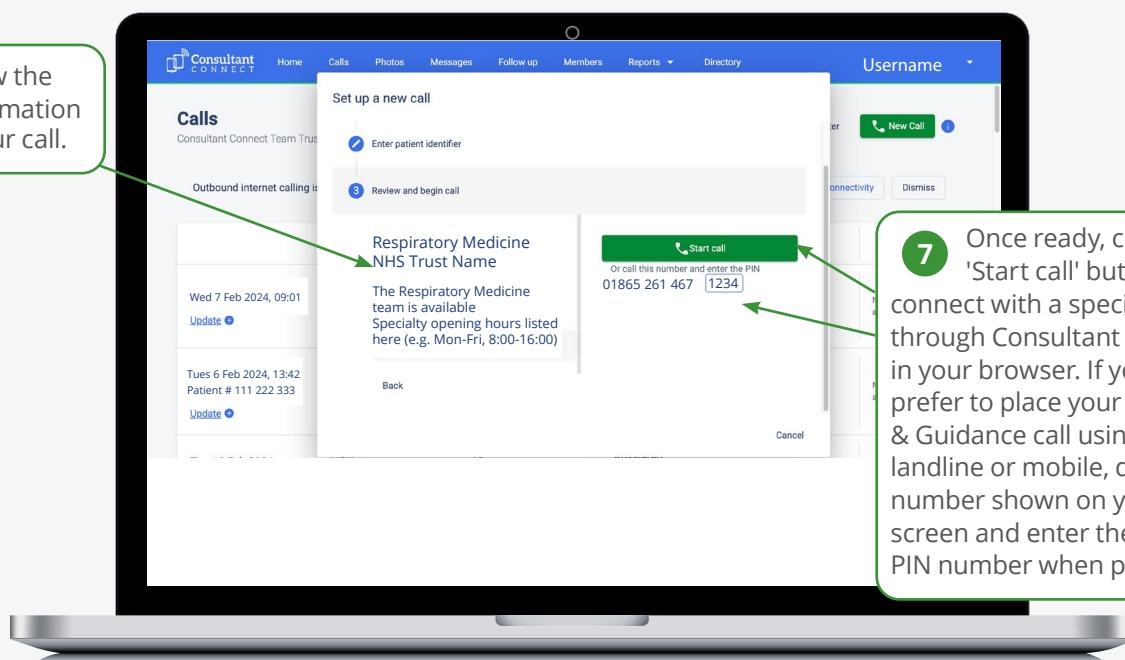
4 After selecting the relevant specialty, information such as the specialty's opening hours will appear on the screen. Click 'Next'.

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5 When prompted, enter the patient's identifier. Then, click 'Next.'



6 You can review the specialty information prior to placing your call.



7 Once ready, click the 'Start call' button to connect with a specialist through Consultant Connect in your browser. If you prefer to place your Advice & Guidance call using your landline or mobile, dial the number shown on your screen and enter the unique PIN number when prompted.

Leaving an outcome

Please remember to leave an outcome when your call ends. A list of outcomes will automatically display on your screen, simply select the appropriate one (e.g. 'Referral Avoided'), and click save.

*Specialties available may differ by hospital/locality

For more information, contact us:

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