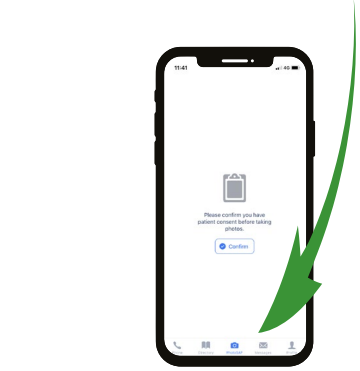
Photo Messaging Advice & Guidance

Photo Messaging via Consultant Connect is being used in the NHS across a variety of different specialties. A clinician can either use the secure Consultant Connect App to take and share photos with NHS specialists, or Consultant Connect in their browser to upload and share images or files (such as ECGs, Echo reports, scans, x-rays) with NHS specialists.

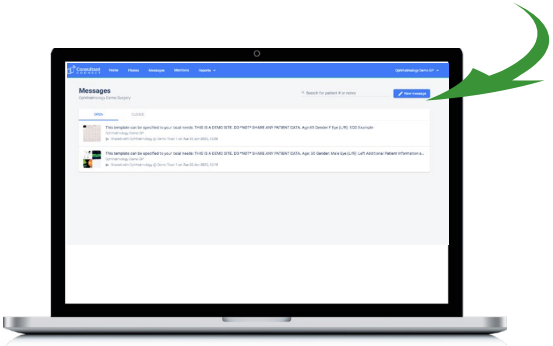
A healthcare professional chooses one of the following options to share photos/files with specialists:

Option 1: User takes photo(s) using the 'PhotoSAF' feature on the secure Consultant Connect App.



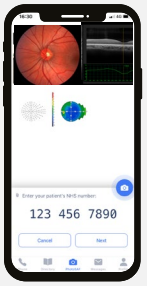
or

Option 2: User logs in to Consultant Connect in their browser, selects 'Messages' from the main menu and the 'New Message' button to upload photos/files.



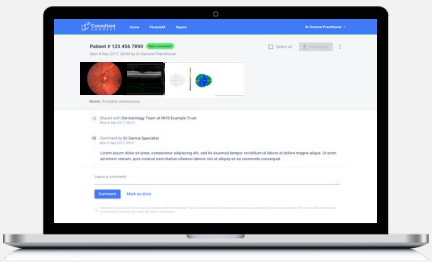
User Step 1

- User types or dictates a message and adds the patient's NHS number if available/appropriate.
- User shares message and image(s) with the relevant specialist team (the message and images are also automatically saved on Consultant Connect in your browser).



or

- User types a message and adds the patient's NHS number if available/appropriate.
- User shares message and image(s) with the relevant specialist team.



The specialist team is alerted to the message via an email (with link), an app notification and a notification in their inbox. A specialist can then respond to the request either in the app or on their desktop.

User Step 2



- At the end of the conversation either the user or the specialist provides the outcome of the interaction (e.g., 'outpatient referral avoided'), which closes the case.
- The conversation is securely saved.
- The images and notes from the case can be exported as a PDF and attached to patient records.

For more complex queries

The specialist could opt to call the user directly via the Consultant Connect App. If they don't connect (e.g., the user is busy), the specialist can use messages to communicate with the user. The user can respond by any of these options or a combination of them.