

# Consultant Connect

## Advice & Guidance Service

Consultant Connect routes Advice & Guidance (A&G) calls from primary care clinicians to secondary care clinicians either through existing or new channels. Secondary care clinical teams can set a 'rota' consisting of one or several telephone lines, anonymised to clinicians seeking telephone A&G.

By using Consultant Connect, insightful data can be collected and downloaded by teams such as logs of telephone A&G sought and given, as well as call recordings for medico-legal purposes. The Consultant Connect App is free to download from the App Store or Google Play and can also be used by secondary care clinicians.

### App features for secondary care clinicians

#### Easy to make phone calls\*

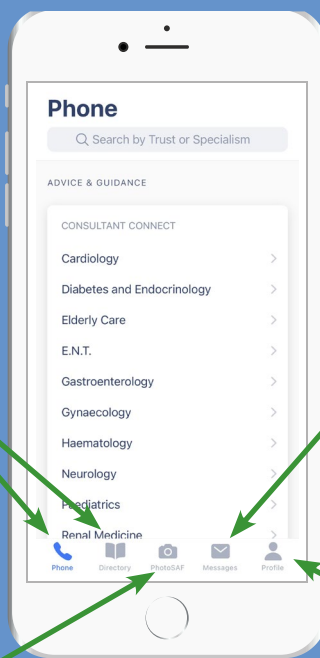
- Across your hospital
- To other healthcare professionals
- GP practices
- Via bypass numbers to call back GP practices avoiding queues at practice switchboards

The app is your pre-programmed phone directory. All calls are recorded for medico-legal purposes.

#### Quick to take secure clinical photos

Images are:

- Stored in an IG secure cloud
- Not stored on your phone
- Sent to your NHS email address with a PDF summary



#### Simple to send secure messages

In areas where this feature is enabled:

- Send instant messages and photos directly to other clinician colleagues
- Access a full log of all messages sent and received

#### Rapid access to activity/data

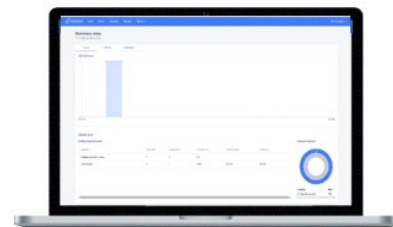
- For CPD evidence
- For individual/department analysis
- For call recordings (medico-legal)



\*Please note available specialties will differ by hospital and/or locality.

### Accessing your photos and call log

- Visit [consultantconnect.org.uk/service/login](https://consultantconnect.org.uk/service/login) and log in using the same username and password that you set when you downloaded the Consultant Connect App.
- You will see a summary of the calls you have made.
- For more detail, click 'Reports' then 'Call Reports' in the top menu bar.
- Click on 'Photos' to see all photos you have taken via the app. Click the 'download' button (next to the photo) to save to the patient record or your computer.



### Accessing your call recordings

Only authorised users can access PID call recordings and download them to the patient records.

To request access, contact [support@consultantconnect.org.uk](mailto:support@consultantconnect.org.uk)

For more information, contact us:

E: [hello@consultantconnect.org.uk](mailto:hello@consultantconnect.org.uk) | T: 01865 261 467 | W: [consultantconnect.org.uk](https://consultantconnect.org.uk)