

Introduction to Consultant Connect

Consultant Connect is a telemedicine provider transforming patient care in the NHS. Our services are used by over 4,500 GP practices, 8,500 specialists, across 46 ICB/HB areas, and over 120 hospitals.

Our Enhanced Advice & Guidance service connects clinicians-to-clinicians via three types of communication channels:

- Telephone
- Photo
- Messaging

By having rapid and direct access to specialist advice, clinicians can ensure that patients get the right care, faster. Consultant Connect is IG secure and GDPR compliant.

This service aims to provide clinicians with additional options for quicker and more efficient access to Advice & Guidance (A&G).

Each Consultant Connect project has a dedicated Account Manager to support users where needed.

How to Sign up and Access the Service

Open your camera feature on your mobile phone, scan the QR code below. You will be redirected to the relevant app store, from which you can download the Consultant Connect App. Once you have the app, open it and follow the simple steps to create your account.



Or search for 'Consultant Connect' on the [App Store](#) or [Google Play](#) on your mobile phone.

Create an account or, if you already have one, log in.

You can also [create an account](#) from your browser on your computer. You will then be able to use the same credentials to download and start using the free Consultant Connect App from your mobile phone. Once logged into the app, you will see a list of your available specialties.

There are three different ways you can access the service:

- Via the Consultant Connect App
- Via your surgery's unique Dial-In Number
- Via the Consultant Connect Dashboard

Please note: you are not able to make Telephone A&G calls via the Dashboard.

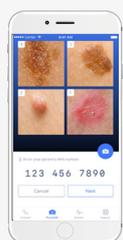
Photo Messaging Advice & Guidance

You can use the Consultant Connect App or platform to take, store and forward photos and files direct to specialist NHS clinicians for pre-referral Advice & Guidance. Photos and messages are not saved to the phone but instead to the secure Consultant Connect Dashboard. Providing a valid NHS number for the patient is entered, the case is closed, and an outcome has subsequently been left, the photos and messages are also automatically uploaded to the patient's electronic record.

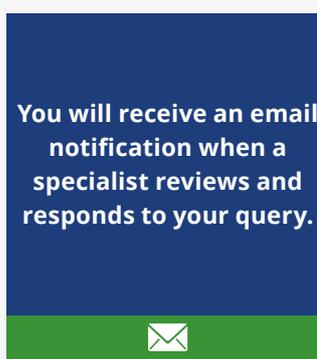
Via the Consultant Connect App



Open the Consultant Connect App and take photo(s) using the PhotoSAF feature.



Type or dictate a message, add the patient's NHS number and share with the General Dermatology* team (photos and messages are automatically saved on the Consultant Connect Dashboard).



To close the case either you or the specialist provides the outcome of the interaction. The conversation is securely saved. The photos and messages are uploaded to the patient's record and can also be downloaded via the Consultant Connect Dashboard as a PDF.

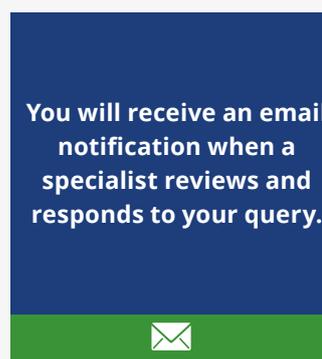
Via the Consultant Connect Dashboard



[Log in to the dashboard](#) via your computer, using the same email address and password you use for the app. Select 'General Dermatology' to begin your message.



Type your message and add the patient's NHS number and share message and files/photos with the specialty team.



To close the case either you or the specialist provides the outcome of the interaction. The conversation is securely saved. The photos and messages are uploaded to the patient's record and can also be downloaded via the Consultant Connect Dashboard as a PDF.

 [Watch this short explainer video about using Photo Messaging Advice & Guidance](#)

*Please note that the General Dermatology messaging route is currently only available for Primary Care clinicians in Coventry & Rugby and Warwickshire North.