



# Remote Consultation Appointment Bookings for Experts

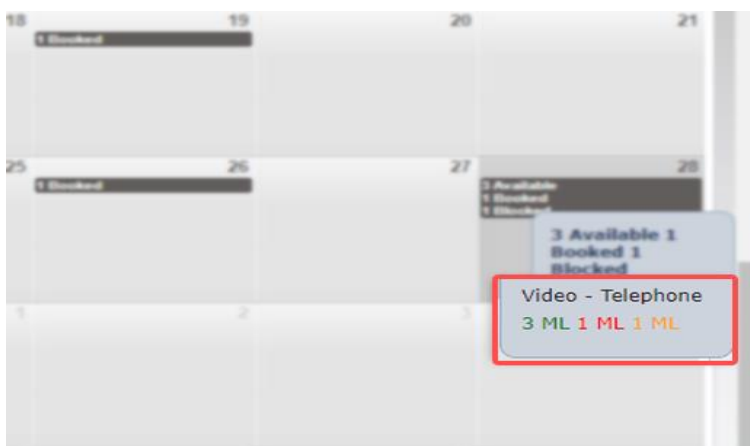
## User Guide

We have updated the system to meet the current growing demands.

### 1. Creating a slot for Remote Examination.









|   |                             |
|---|-----------------------------|
| Services*   | GP                          |
| Consulting venue*   | Test Venue, London, N15 9AP |
| End time  | -HH- -MM-                   |
| Session Type : Video Telephone <span>ⓘ</span> <input checked="" type="checkbox"/> |                             |

### 2. Diary view of the Slots



### 3. Book Appointment slots info view

Experts Name  Select expert

| Date / Service                      | Location   | Reg / MedCo   |
|-------------------------------------|--|---|
| 04-04-2020<br>Saturday<br>ML-Expert | Test Venue (VT)<br>London - N15 9AP<br>       | MedCo : IME Test1 <br>Exp Date: 13-12-2019<br>Indemnity: 1236789<br>Exp Date: 19-10-2019 |

### 4. Home Page View of Remote Consultations .

| Date       | Venue                                 | Appointment type | Status    | Type     |
|------------|---------------------------------------|------------------|-----------|----------|
| 04/04/2020 | ■ Test Venue (VT)<br>London - N15 9AP | ML<br>(ML - GP)  | Available | Original |
| 04/04/2020 | ■ Test Venue (VT)<br>London - N15 9AP | ML<br>(ML - GP)  | Available | Original |
| 04/04/2020 | ■ Test Venue (VT)<br>London - N15 9AP | ML<br>(ML - GP)  | Available | Original |

 Release Block

### 5. Find Case Info of : Video Telephone Appointment

| Coral ID (Medco ID)   | Instructor                  | Claimant Name                   | DOA        | Appointment                     | Days                          | Info  | DNA / LC  | Actions   |
|-----------------------|-----------------------------|---------------------------------|------------|---------------------------------|-------------------------------|---|---|---|
| 88269014<br>(12345/1) | Sample Agency One<br>(1234) | Mr Test Video (M)<br>01/02/1970 | 03/03/2020 | 28.03.2020 @ 09:10<br>(ML - GP) | UMP - 0<br>APP - 0<br>TOT - 0 |    |   |     |

Video - Telephone

## 6. Appointment mail Info

|            |                   |
|------------|-------------------|
| Instructor | Sample Agency One |
|------------|-------------------|

**Claimant Details:**

|               |   |
|---------------|---|
| Name          | Mr Test Video   |
| Date of birth | 01-02-1970  |
| Gender        | Male  |
| Address       | Suite 201<br>5300 Lakeside , Cheadle Royal Business P<br>Cheadle<br>SK8 3GP |

**Accident Details:**

|                  |            |
|------------------|------------|
| Date of Accident | 03-03-2020 |
|------------------|------------|

**Appointment Details:**

|                  |                      |
|------------------|----------------------|
| Appointment Date | 28th March 2020      |
| Appointment Time | 2:00 PM              |
| Report Type      | ML - GP              |
| Expert           | Dr Sample Expert BCH |
| Clinic Address   | Video - Telephone    |

## 7. Appointment letter Info

Mr Test Video  
Suite 201  
5300 Lakeside , Cheadle Royal Business P  
Cheadle  
SK8 3GP

Date: 28-03-2020  
Our Reference: Test Video  
MedCo Ref: 12345/1

Dear Mr Test Video,

We have been instructed by Sample Agency One to arrange an appointment with regards to your injuries sustained in the accident.

If you would like to cancel or reschedule this appointment, please contact the instructor number below.

|            |                   |
|------------|-------------------|
| Instructor | Sample Agency One |
|------------|-------------------|

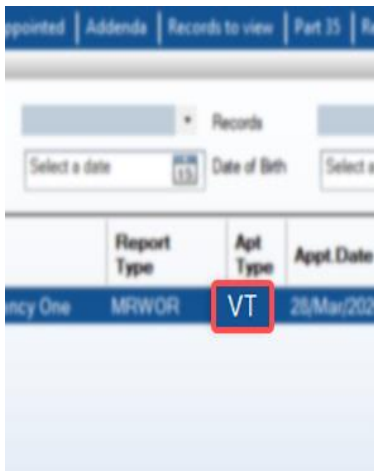
**Appointment Details**

|                                  |                            |
|----------------------------------|----------------------------|
| Examining Doctor                 | Dr Sample Expert BCH       |
| Time and date of the Appointment | 28th March 2020 at 2:00 PM |
| Clinic address                   | Video - Telephone          |
| Parking Facilities               | None                       |
| Disable Access                   | yes                        |
| Date of Accident                 | 03-03-2020                 |

# Coral Reporting Tool -Video Consult

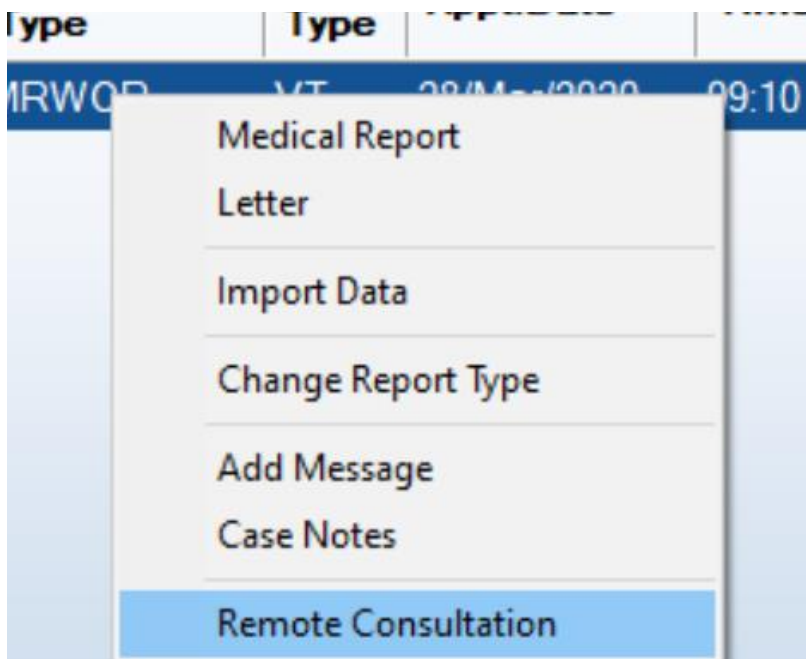
## User Guide as per MedCo Guidelines

1. Home screen for Video Consult cases



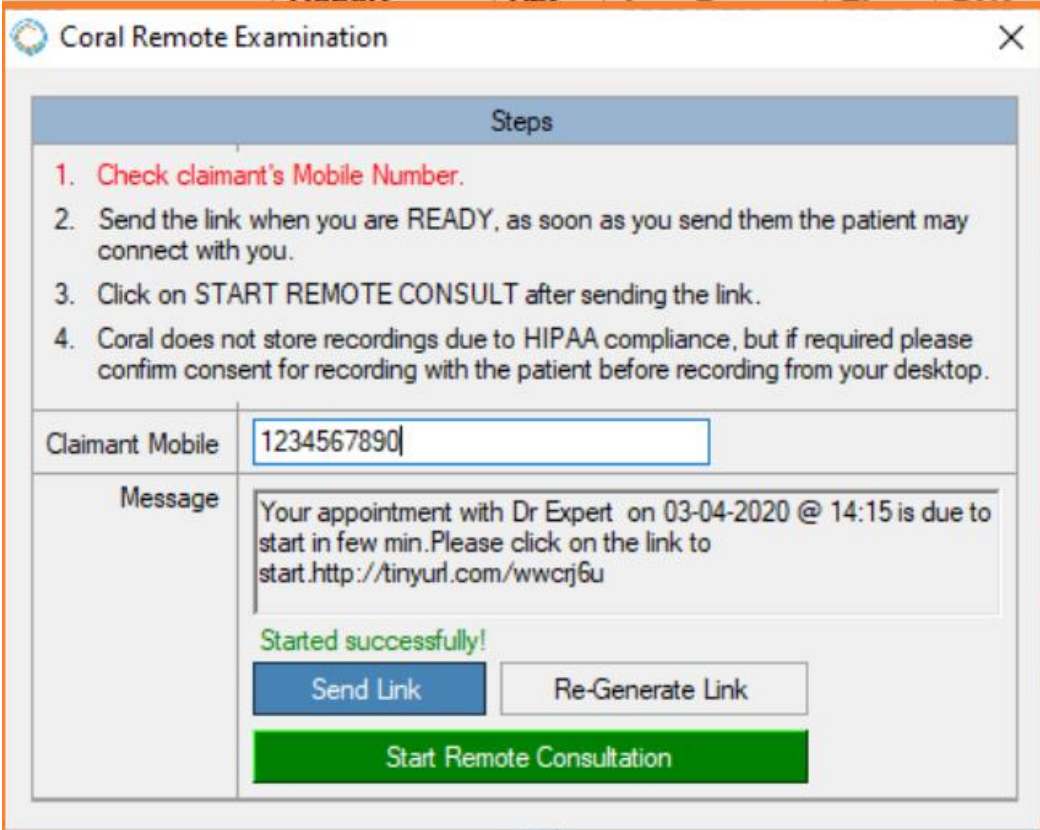
2. Start Remote Consult

Right click and select remote Consultation



### 3. Create a Link and it to claimant`s phone.

- a. Click on SEND Link , which sends a text message to the claimant to start the consultation .  
Send the link when you are ready for the claimant to join you in the meeting.
- b. After sending the LINK select Start remote consultation to join the meeting . If the claimant is not in already , he may not have clicked link .
- c. Call him on the number to click on the link . If he still does not come in , send a New link by – Re-Generate link and send it again
- d. Start your remote consultation again to connect to the meeting.
- e. We would advice to try first with a TEST patient or with some one.



**Steps**

1. Check claimant's Mobile Number.
2. Send the link when you are READY, as soon as you send them the patient may connect with you.
3. Click on START REMOTE CONSULT after sending the link.
4. Coral does not store recordings due to HIPAA compliance, but if required please confirm consent for recording with the patient before recording from your desktop.

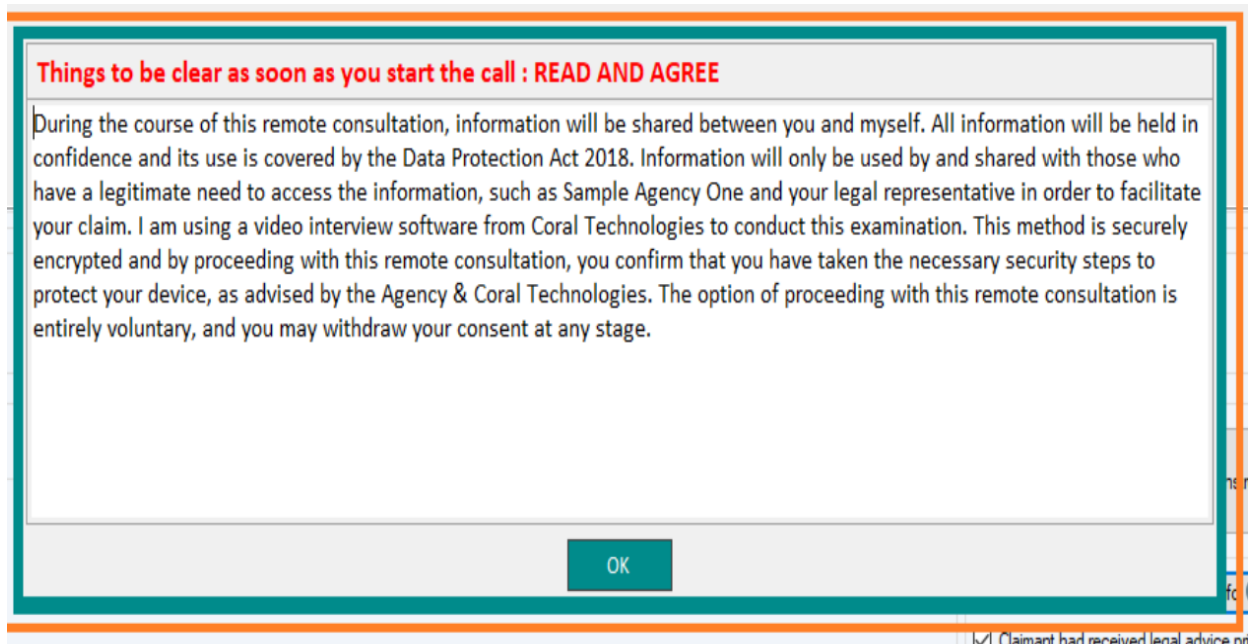
Claimant Mobile: 1234567890

Message: Your appointment with Dr Expert on 03-04-2020 @ 14:15 is due to start in few min. Please click on the link to start.http://tinyurl.com/wwcrj6u

Started successfully!

Buttons: Send Link, Re-Generate Link, Start Remote Consultation

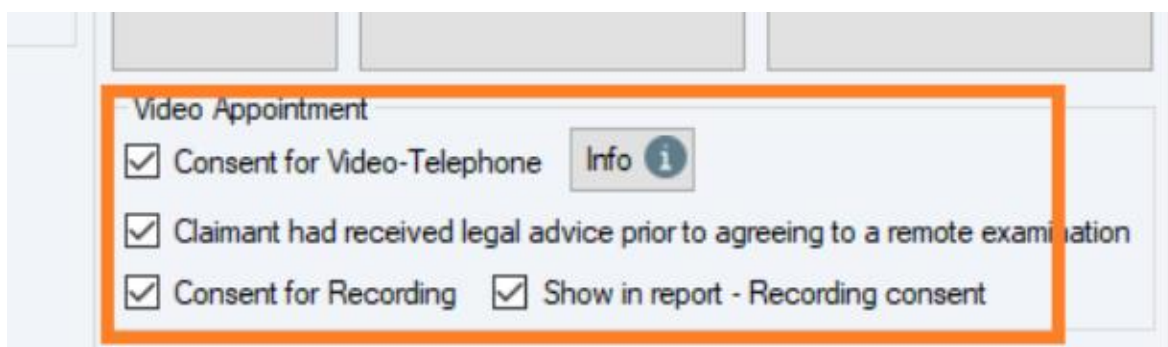
4. Privacy statement to read which gets changed depending on your instructors and it is editable.



5. Consent and legal info : We have given multiple options to select

Coral does not auto record video consultations

- a. Open medical report as usual for the case
- b. Confirm consent
- c. Confirm Legal advice from Solicitors



## 6. Info in the PDF

2. This recorded examination of the client took place remotely using a video method and was not performed face to face as it took place during the Covid-19 crisis.

a. The informed consent of the claimant was obtained prior to proceeding with the examination and evidence of such can be provided on request by the compensator or MedCo.

b. The claimant did not receive legal advice prior to agreeing to a remote examination.

c. Before any confidential details were exchanged the patient was read the following statement.

During the course of this remote consultation, information will be shared between myself and you. All information will be held in confidence and its use is covered by the Data Protection Act 2018. Information will only be used by and shared with those who have a legitimate need to access the information, such as Sample Agency One and your legal representative in order to facilitate your claim. I am using a video interview software from Coral Technologies to conduct this examination. This method is securely encrypted and by

a. Report page :1

Age: 50 Year(s) 1 Month(s)

Date: 28/03/2020 (09:10 - 15 Minutes)

Method: Video - Telephone

b. Examination Section :

**Musculoskeletal Examination (Remote Examination)**

**Neck**

- Right lateral flexion, right rotation, extension and forward flexion movements were 70-80% of normal. It appeared to cause discomfort.