

Remote Consultation Appointment Bookings for C-Diary

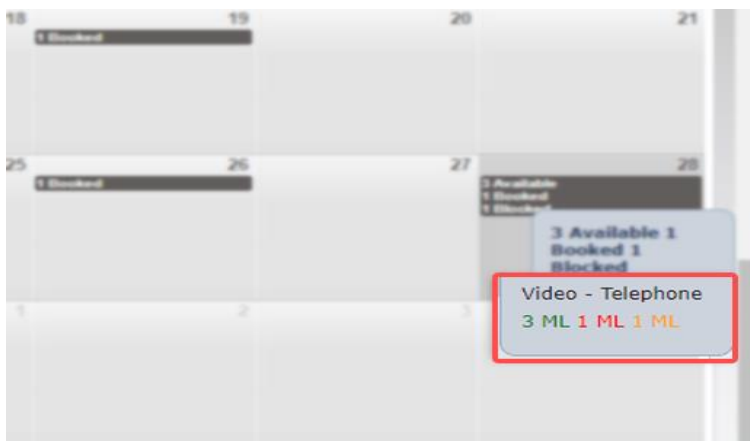
User Guide

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- :
<div style="border: 2px solid orange; padding: 5px;"> Session Type : Video Telephone ⓘ <input checked="" type="checkbox"/> </div>	

2. Diary view of the Slots



3. Book Appointment slots info view

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

4. Home Page View of Remote Consultations .

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

5. Find Case Info of : Video Telephone Appointment

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

6. Appointment mail Info

Instructor	Sample Agency One
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Claimant Details:

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

Accident Details:

Date of Accident	03-03-2020
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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
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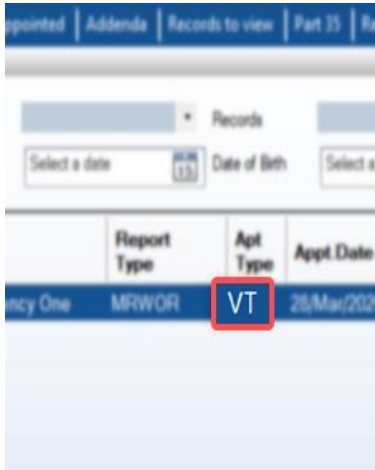
Appointment Details

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

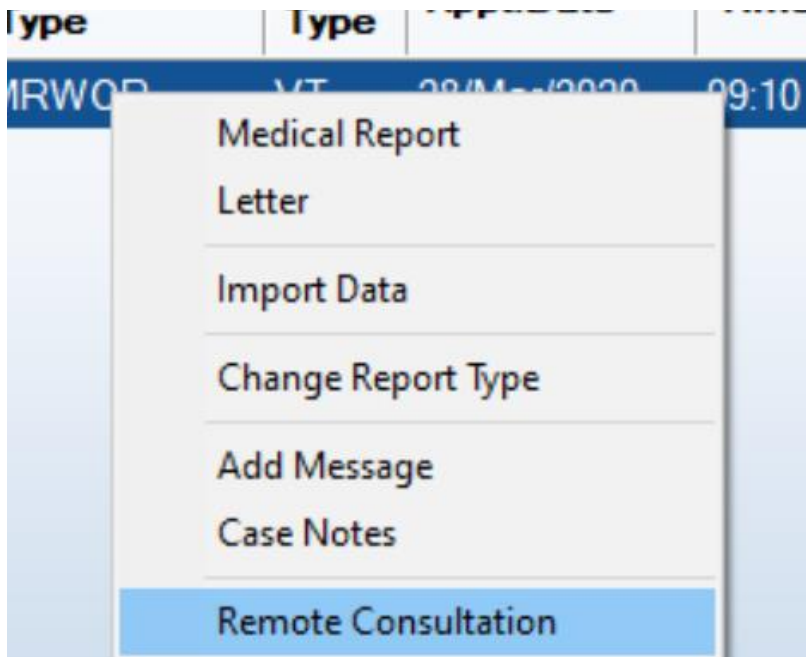
User Guide as per MedCo Guidelines

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.

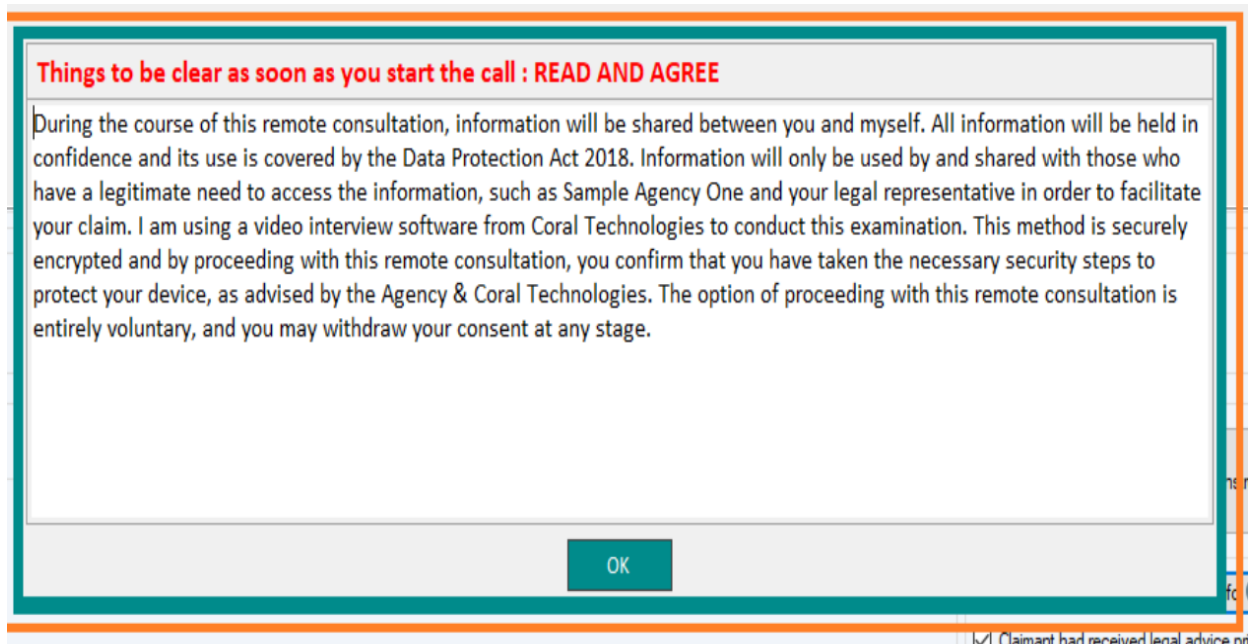
Claimant Mobile: 1234567890

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

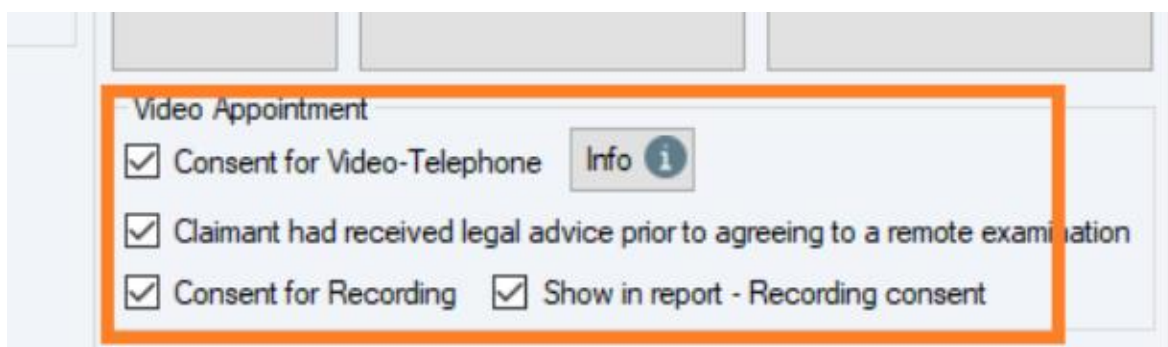
4. Privacy statement to read which gets changed depending on your instructors and it is editable.



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.