

Secure chatting between practitioner and patient: before, during and after the video consultation

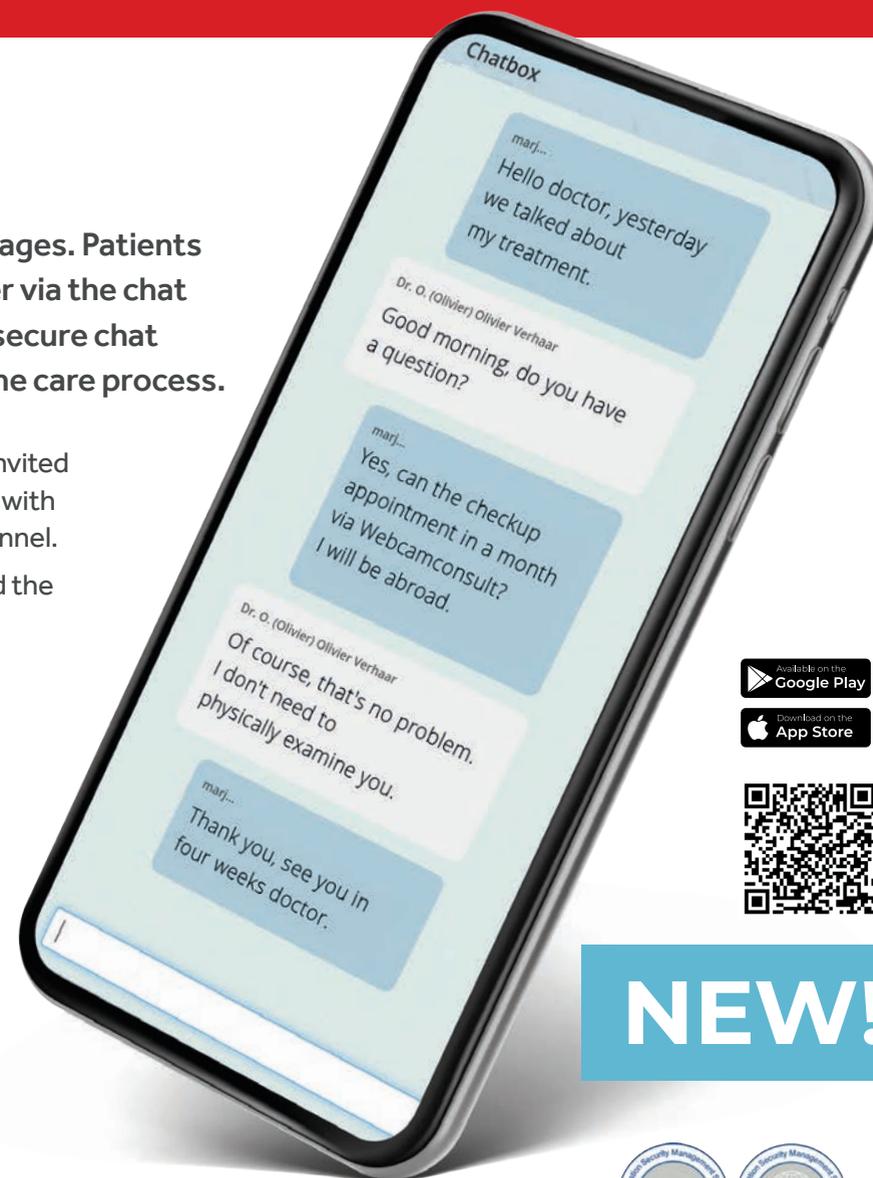
We are becoming increasingly used to being able to constantly chat or send app messages. Patients requiring long-term care, in particular, feel the need to easily consult their practitioner via the chat function. In addition to face-to-face consultations, Webcamconsult has developed a secure chat service to enable patients and practitioners to keep in touch with each other during the care process.

- Once the continuous chat function for an organisation has been activated, patients who are invited for a webcam consultation appointment are also given the opportunity to continuously chat with the practitioner. Practitioners may also grant access to other patients to a secure chat channel.
- Only authorised employees have access to message traffic between the practitioner and the patient. Assistants can read and respond to the messages too.

Easy for the patient

The patient can now chat if he/she is in the online waiting room, during or after the video consultation. Previously, that was only possible during the video consultation itself. Patients can ask questions, and the practitioner can answer them or forward additional information. To make it even easier for the patient, Webcamconsult is now also introducing the "Webcamconsult Client App". This app can be downloaded via the Google Play Store or Apple App Store.

Patients can give you access to their own chat channel when booking a video consultation. Or you can authorise them by sending a PIN or QR code.



NEW!

Webcamconsult is used by thousands of doctors and practitioners, for example:

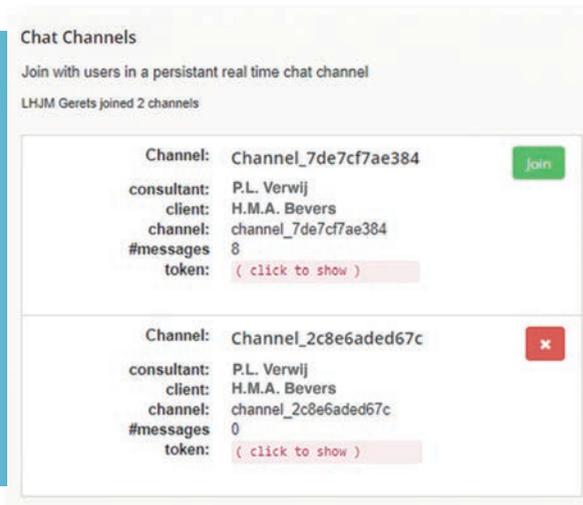
With the Webcamconsult Client App, the treatment team is within easy reach of the patient:

- All the chat and app traffic is stored or deleted at the choice of the practitioner. The healthcare institution decides.
- The patient has an overview of all correspondence and appointments.
 - Participation in a webcam consultation from the app.
 - Easy file sharing.

Additional functions of the Client App

The Webcamconsult Client App offers patients the opportunity to easily view appointments that have been booked in by the healthcare organisation. In that case, no e-mail containing a link is required.

When the practitioner 'calls' the patient into his/her consultation room, the app automatically emits an audible signal and a message is displayed that the practitioner is ready to start the video consultation. One press of the button is all it takes for the patient to join the consultation. This also works well for people who are less skilled digitally.



No App? Chat anyway!

Even if a patient is not in possession of the Webcamconsult Client App, it is still possible to chat with the practitioner. In this case, he or she uses the invitation link for the webcam consultation. What's more, it doesn't matter whether the patient is early, on time or late. In all cases, the patient can send or receive a chat message.

The chat channel can be configured in such a way that only the patient's personal practitioner or a specific department is able to see it. As a result, it is possible for the department to monitor and respond to all patient chats – even if the patient's 'own' practitioner isn't available

For example, an assistant can handle chats on behalf of the doctor. Or the chat channel can even be used to communicate with nursing care.

NB This channel is not suitable for emergencies!

All chat functionality is included in a Webcamconsult subscription. It is free of charge for patients to use.

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More information? www.webcamconsult.com