



Simple patient-centric video consulting



The option of attending medical appointments via a video call benefits patients, healthcare providers, and the health system.

To introduce video consultations into everyday practice, it helps if the process aligns with the way patients usually attend appointments, without adding additional steps or work for healthcare providers.

About Attend Anywhere

Attend Anywhere is a purpose-built suite of services, tools, and resources. It is currently available to all NHS Scotland Health services, and participants in the **NHSI/E Outpatients Video Consultation Pilot**.

Attend Anywhere makes it easy for clinicians to say, "Yes, you can attend your consultation via video."

Attend Anywhere is accessed wholly via the web. It can be used anywhere, on everyday devices with a good internet connection.

How it works

Attend Anywhere provides a single, consistent entry point on the service's webpage, where patients enter an online waiting area for their appointment.

Staff manage their clinics as usual. Video appointments are handled through existing processes and systems and run like any other consultation.

Patients attend appointments via the clinic's website and wait in their own private room, in the waiting area. No account, special software, or dial-in details are needed.

Clinicians prepare to engage with their patients as normal, except they join patients via the clinic's online waiting area instead of its physical one.

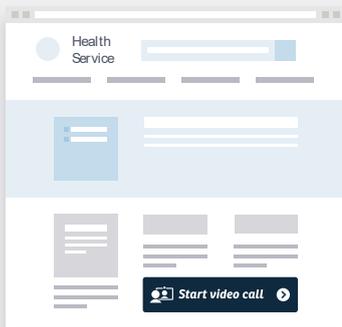
Health Services have access to all the support, advice, and resources they need to help with adoption and use of Attend Anywhere.

Benefits for NHS

- Make travel optional for patients in a way that is scalable and sustainable
- Reduced requirement for extra resources or systems to support video consulting
- Increase the range of services available, especially outside urban areas
- Significantly reduce barriers and constraints to offering video call access to existing services
- Health-grade quality, security, privacy, and data protection
- Easily transfer patients between health services
- Save time and money, improve access and care

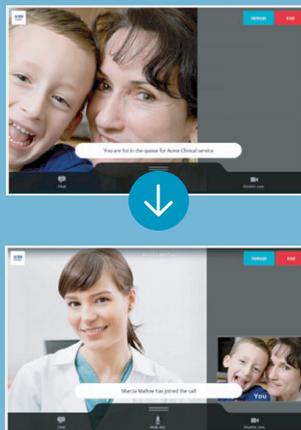
Familiar process for both consumers and healthcare providers

Patient opens health service website in browser, clicks **Start video call** button

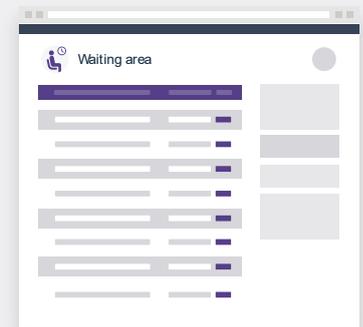


Patient does not require a login account, room ID, or password

Patient is directed to their own, private video consulting room...



Clinician notes next appointment via video and enters online waiting area



Clinician joins patient's video room and the consultation begins

Attend Anywhere is making a difference

Attend Anywhere is designed for simple, person-centred care in any healthcare setting. For many people, a trip to hospital, clinic, or local office can be difficult, stressful, and expensive.

Attend Anywhere is already widely used across Scotland to support access to health and social care services.



"Attend Anywhere revolutionises access to care, especially for those with chronic disabilities.

Judith Newton, RGN MSc(R), National Nursing Lead for Motor Neurone Disease / Consultant Nurse

"Overall I think the Attend Anywhere application is great and I would have no reservations about using this system for dealing with my medical team."

Service User feedback during post-consult evaluation

"Attend Anywhere has revolutionised everything about the way I work. I can see clients now face-to-face via video, from Huntly to Stonehaven to Petershead – all in one day. The benefits are absolutely enormous. People need to see you. There is an element of trust that you have to build up."

Dawn Brooks, Rape Crisis Scotland (RCS)



All that is required for patients and clinicians to use Attend Anywhere is internet access, and one of the following:

-  The Google Chrome web browser on a Windows/ MacOS computer or Android mobile device
-  The Apple Safari web browser on a MacOS computer, iPad, or iPhone

To find out more about the **NHSI/E Outpatients Video Consultation Pilot**, and discuss next steps, contact:

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