

User Guide: Immedicare CareConnect

Introduction

The CareConnect Portal is a new service available to link clinicians with care homes who have the Immedicare Telemedicine service in place. It allows local teams to contact care homes directly, linking in to the Immedicare laptop that care home staff use to contact the Digital Care Hub.

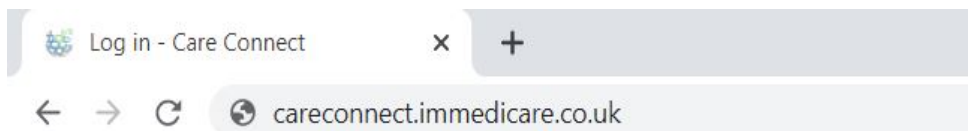
GPs, Pharmacists, Community Nurses etc need a device with a webcam and internet connection to use CareConnect.

Instructions – receiving a call

1. Google Chrome works best for the portal, although other browsers may work



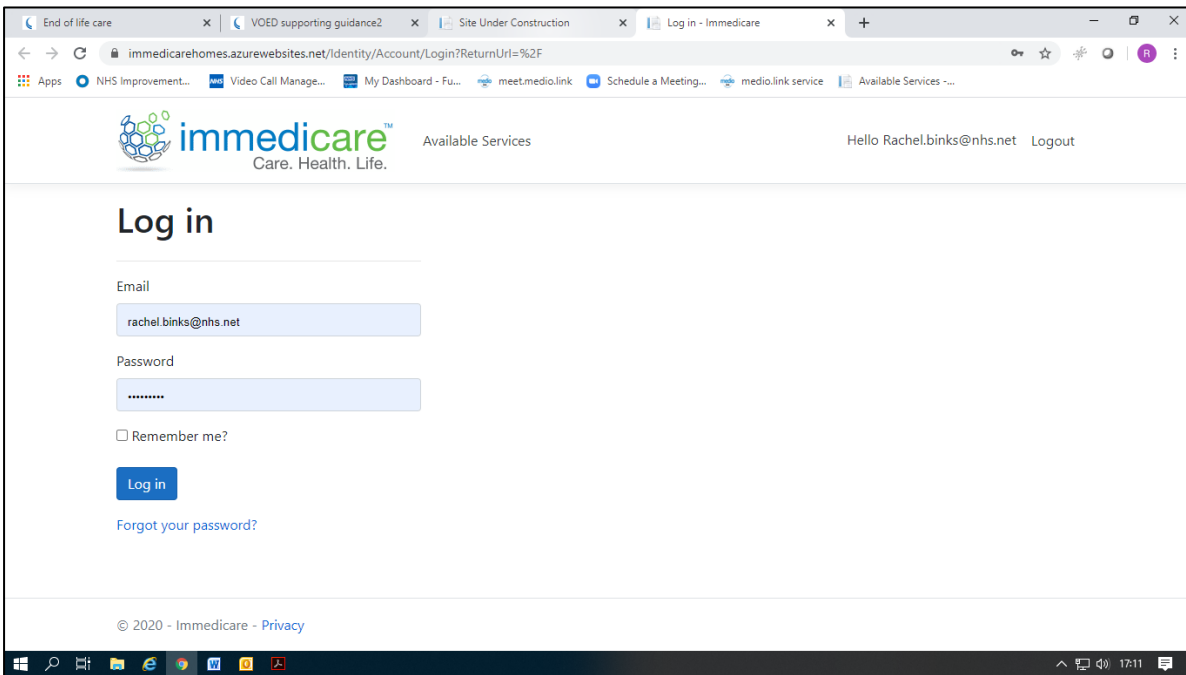
2. Either enter careconnect.immedicare.co.uk in to the address bar here,



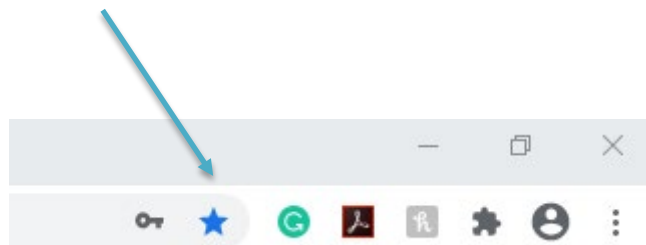
3. or access the CareConnect page via the [Immedicare website](#)



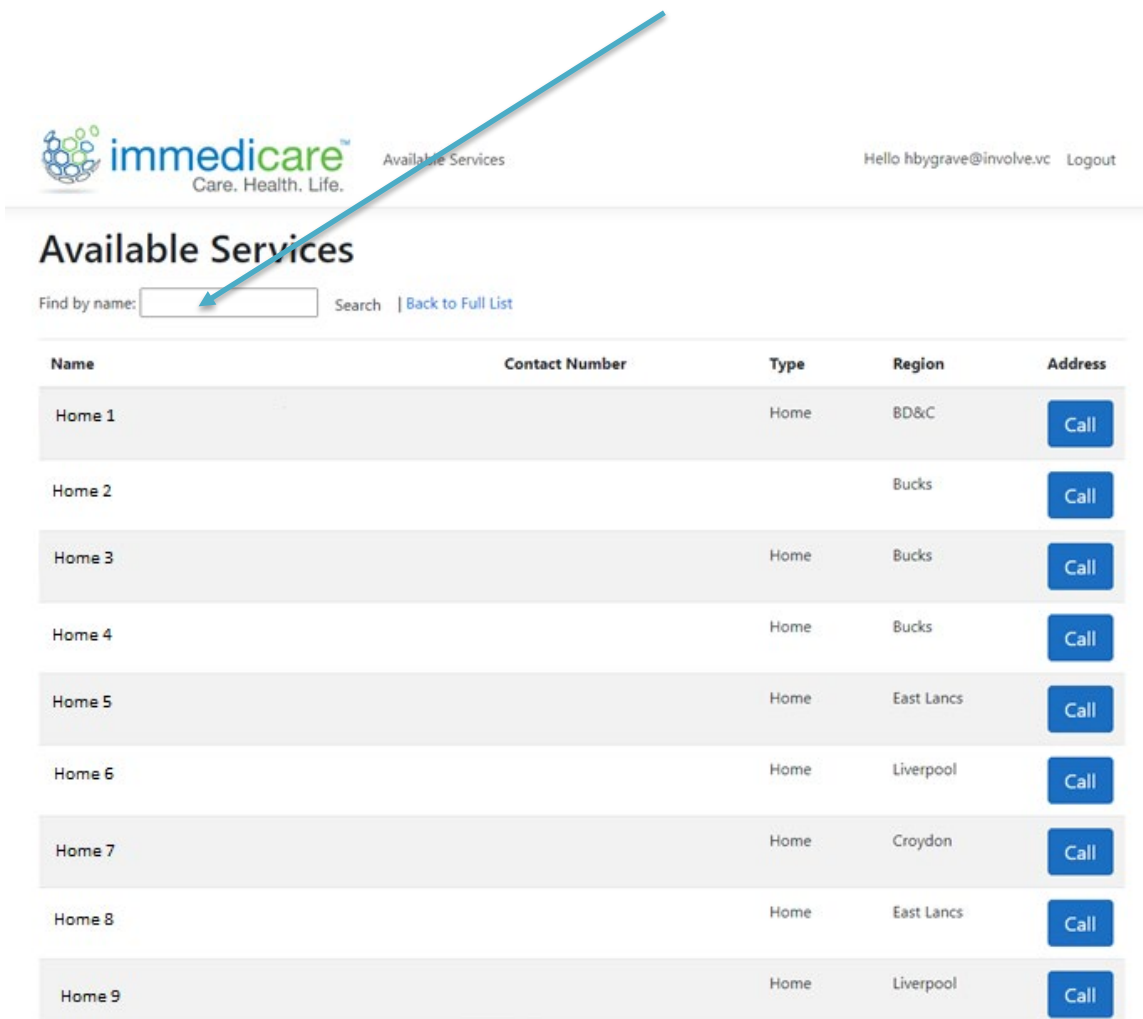
4. Enter your username (email) and the password sent to you by Immedicare. If you do not have an account, email the CCG Lead for Immedicare who will put you in contact with the local Immedicare Relationship Manager.
5. Click Log in and a list of the Care Homes in your CCG area with the Telemedicine service will appear.



6. Bookmark or save the portal link by clicking the star symbol at the right side of the address bar and you will be asked to save the link. Once done the colour of the star will change to blue



7. When in the portal, you can search the name of the home from the top of the page

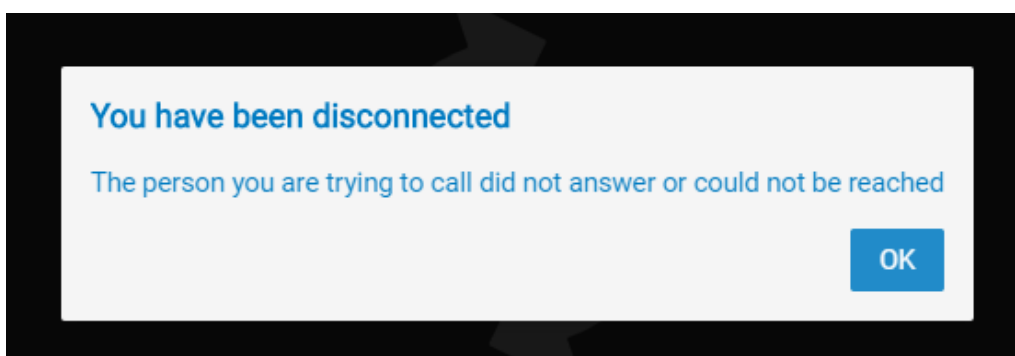


The screenshot shows the Immedicare portal interface. At the top left is the Immedicare logo with the tagline "Care. Health. Life." and "Available Services". At the top right, it says "Hello hbygrave@involve.vc Logout". Below the header is the "Available Services" section. It features a search bar with the text "Find by name:" followed by an input field, a "Search" button, and a link "Back to Full List". Below the search bar is a table with the following columns: Name, Contact Number, Type, Region, and Address. Each row represents a home and includes a "Call" button in the Address column.

Name	Contact Number	Type	Region	Address
Home 1		Home	BD&C	Call
Home 2			Bucks	Call
Home 3		Home	Bucks	Call
Home 4		Home	Bucks	Call
Home 5		Home	East Lancs	Call
Home 6		Home	Liverpool	Call
Home 7		Home	Croydon	Call
Home 8		Home	East Lancs	Call
Home 9		Home	Liverpool	Call

Alternatively, you can scroll through the page to find the home you wish to call

8. Select the Care Home you wish to contact and click on 'Call'. If there is no answer or you see an 'off-line' message, telephone the home to check their Immedicare laptop is switched on and connected to the internet



9. Enter your name and connect the call



10. Once connected, you will see a screen similar to the one below with the care home video image on the main screen.



The microphone button allows you to mute the audio.



The camera button allows you to turn off your video.



The monitor symbol allows you to share the screen of your device.



The PDF button allows you to share a document from your device.



The speaker symbol allows you to mute the audio.



The camera icon with the arrow inside allows you to change the camera your device is using and the microphone you are using.



The information icon will show details of the call statistics.



The icon showing a square will allow you to make the call full screen.



The red phone icon allows you to end the call.



Instructions - joining an MDT or Group Meeting

The system is used in the same way for MDT or group meetings.

The meeting room to be used should be selected from the contacts list and the care home instructed to dial in to that conference room from their Immedicare laptop.

If you experience any issues with the platform or connection to the homes, call the Immedicare support team on 03300881312