

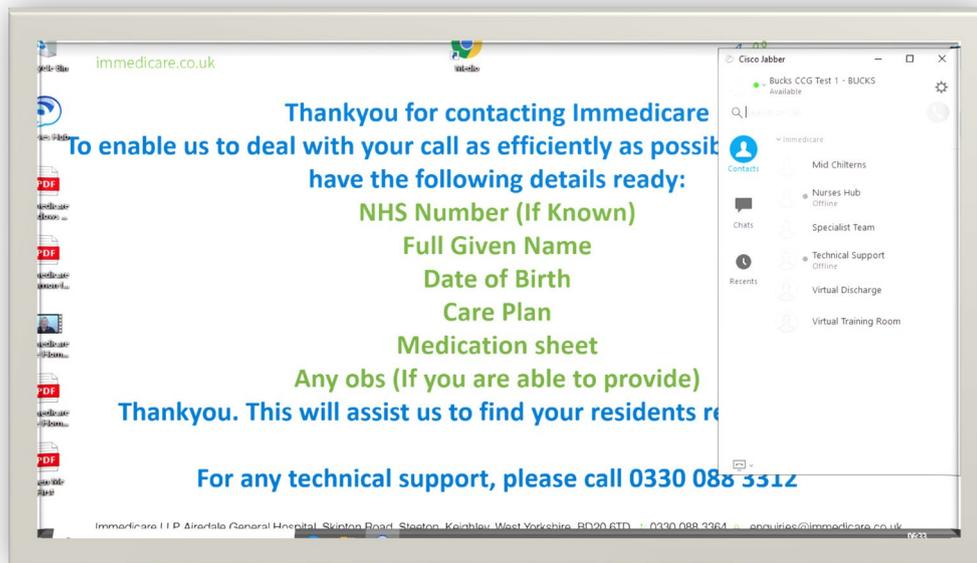
Care Home User Guide: Immedicare CareConnect

Introduction

The CareConnect Portal is a new service available to care homes who have the Telemedicine service in place. This will allow local teams to contact you directly on your Immedicare laptop. These teams may include GPs, Pharmacists, Community Teams and even the local Emergency Department. You do not need to do anything to register for this service as it will link directly with the software on the laptop.

Instructions – receiving a call

Ensure that the laptop is always powered on, plugged in and with the Jabber software open as shown below. Keep the laptop in a place where you can hear if a call comes through.

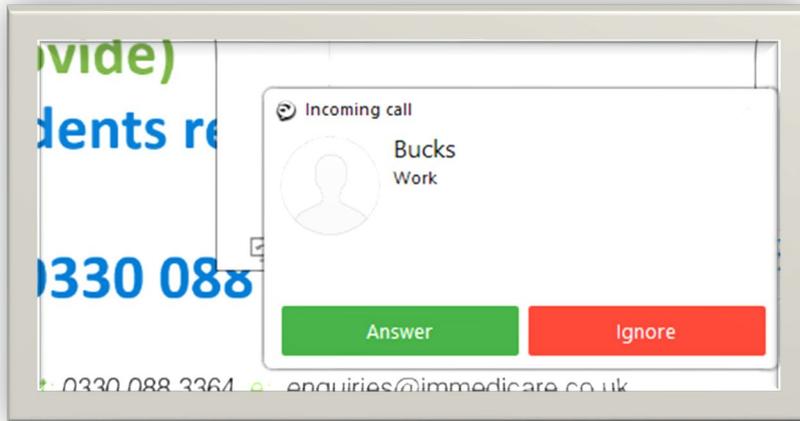


This will ensure video calls will reach the laptop when the GP, ED doctor, nurse or other clinician calls your care home.

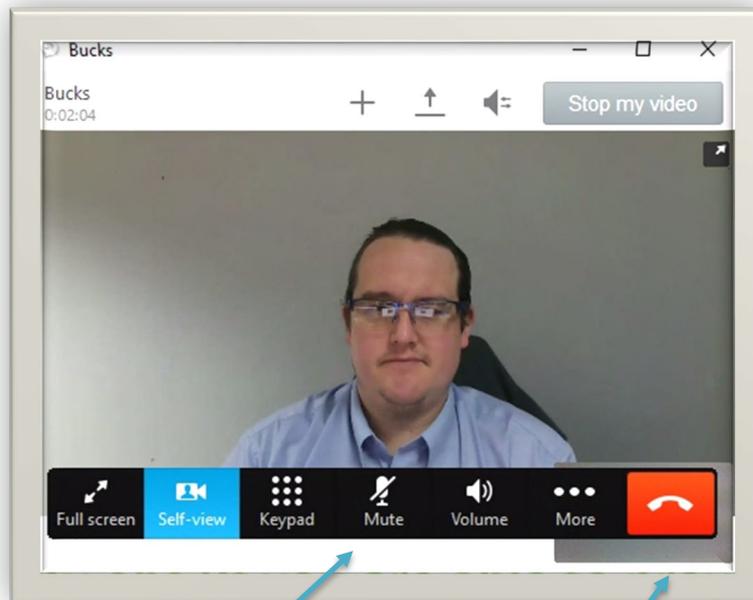
If the laptop is not turned on and connected to the internet the call will not come through to the laptop.

If you require technical assistance please contact the Immedicare support team on **03300883312**

The call will come through to the laptop via Cisco Jabber, the system used to call Immedicare and you will see an answer box appear in the bottom left of the screen



To answer the call click the green answer button. Once the call is answered you will see the caller. Results or patient records can be shared with you and your resident via the laptop and these will appear on the screen instead of the video.

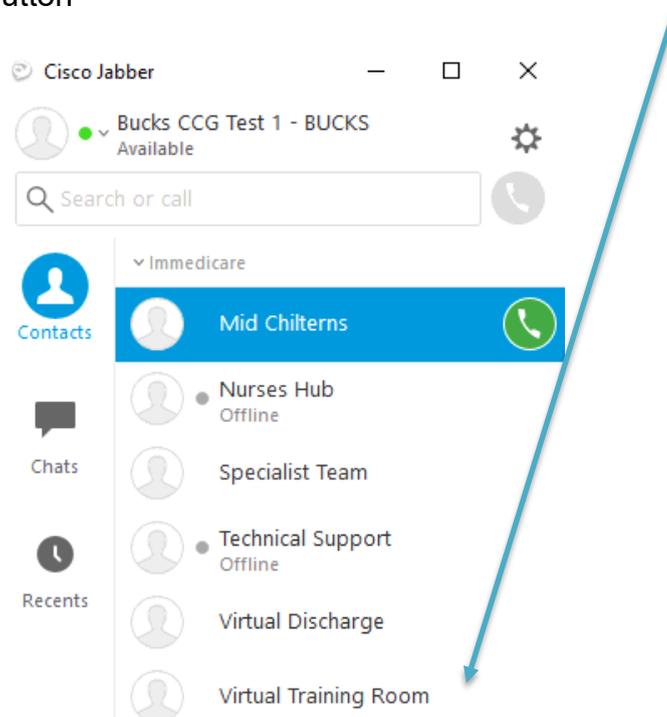


You can mute the call here.

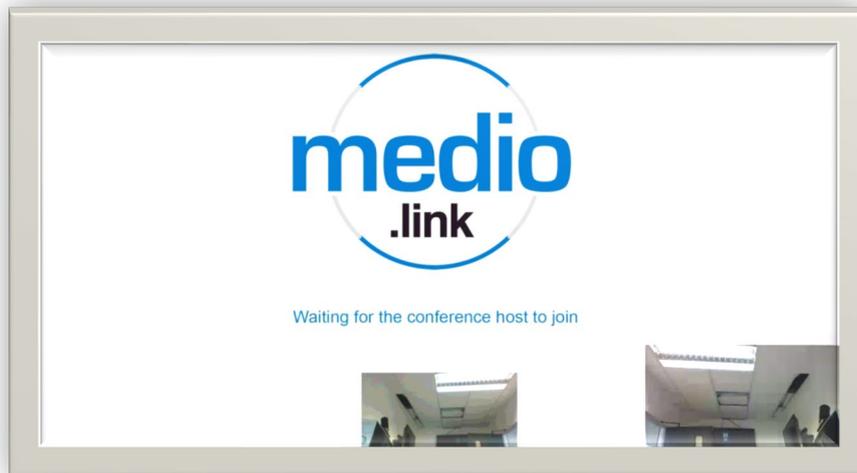
End call by clicking on the red telephone icon here.

Instructions - joining a Multi-Disciplinary Team (MDT) or Group Meeting

If you are joining an MDT session, you need to place a call to the meeting room from your Jabber software in the same way you would place a call to the Nurses Hub. Simply choose the correct room and click the green call button



Once you are in the meeting room (medio platform) you will see the screen stating you are in the conference awaiting the host to join



Once the host joins, you will be able to see and hear them and begin the meeting

If you experience any technical issues then please do not hesitate to contact the Immedicare support team on 0330 088 3312