



Attend Anywhere FAQs

Can I record an Attend Anywhere video call?

The Attend Anywhere platform does not have a recording function. To record via another device requires consent from both parties

Can I customise the waiting room message?

Yes, the waiting room messages can be tailored to your service.

However, to support rapid roll out for now, attend anywhere waiting rooms tend to be shared by different services so messages are best to remain generic rather than specific.

Can we access the training slides on Attend Anywhere?

The Attend Anywhere online training slides are available on the eHealth Ireland website.

<https://www.ehealthireland.ie/National-Virtual-Health-Team/Attend-Anywhere/>

Does the platform retain information on the clients who attended an Attend Anywhere video call?

No, the platform does not retain the client's information after the video call has ended. There is no digital footprint held on the system. Reports from the platform will only show that a video call happened - i.e. number of calls. It is advisable that your service establishes a record keeping policy on Attend Anywhere activity such a client demographics, DNA's etc

What happens when multiple clinicians are using the same waiting room?

Where multiple clinicians are using the same waiting room, it will be necessary to have a copy of their clinic list to hand. It is of the utmost importance that a clinician checks that they take the correct client into the video call, just as they would in a standard clinic setting. When a client is in a consult with a clinician their status will appear as **Being Seen** and this will alert others using the same waiting room, **NOT** to pick up that client until they are either in **Idle** or **Waiting** status.

What is the best platform for Group session's?

- **Attend Anywhere** can support a maximum of 6 people on a video call, this is inclusive of the clinician.
- **Cisco WebEx** is suitable for larger clinical consultations and meetings and provides controlled 'room' access.
- **Microsoft Teams** is suitable for larger Multi-disciplinary Team meetings.
- Please ref to HSE Virtual Health Webpage for further information on these platforms

<https://healthservice.hse.ie/staff/coronavirus/working-from-home/virtual-health/virtual-health.html>

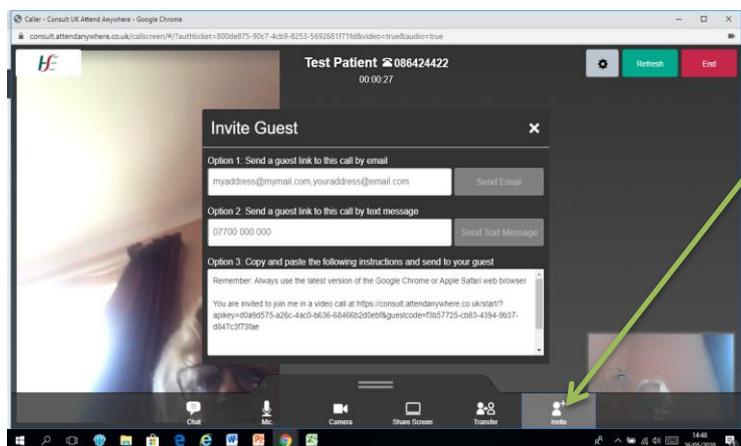
Can Attend Anywhere support multidisciplinary working?

Attend Anywhere can support multidisciplinary working for up to 6 connections /people on a single video call. The options are as follows:

Option 1: Invite directly to a live video call.

By using this option, you can control the timing of when another professional joins the live video call

- You must “Join Call” with your client first before the Call Control Bar becomes available to you.
- Always gain consent from the client prior to inviting a guest to the video call
- On the Call Control Bar click on “Invite Guest” option on the screen.
- You can choose email invite or text invite via mobile phone
- Add the guest’s email or mobile number. Prefix (+353) to the mobile
- The link to the video call will be sent, inviting them to join the video call directly.



Click onto “invite Guest” and add email or mobile number include (+353) and a link will be sent inviting them to join the video call directly

Option 2: Joining a Video Call via Caller Queue.

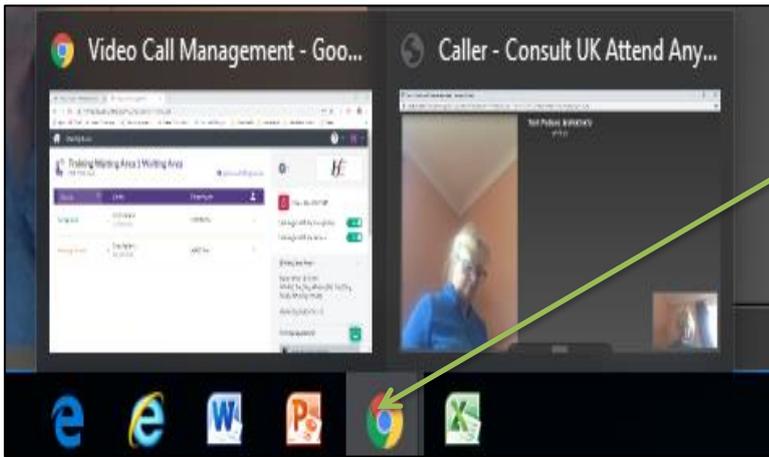
This option is available to those who have a service provider role on the Attend Anywhere platform. It should only be used if prior consent has been obtained from the client and that they are fully aware that they will attending a multidisciplinary video call.

- Firstly, the lead clinician should ask the client to “Join Call”.
- Always ensure clients consent for additional team members to join the video call
- From the caller queue, the additional team members can see the client Status says “Being Seen”
- By clicking the “Join Call” option, they will be brought into the video call that the client is in with the lead clinician.
- Up to a maximum of 6 at any one time can access this way.

Status	Caller	Telephone	
Being seen	Test Patient 12/04/1984	086424422	2
Waiting (1 min)	Test Patient 2 04/10/1944	06482448	1

Option 3: Join as video call via the Waiting Area URL

This option is available if a professional does not have an Attend Anywhere account or if they are assigned to a different waiting area. They could be sent the URL link to the waiting area and enter just like the client does. Entering their own personal waiting area until the lead clinician then “adds” them to the already opened video call.



Once you have joined your client you can toggle over Google Chrome where you can click back into the waiting area or alternatively hit **Ctrl – Tab** which allows you to switch between open tabs in a browser. Once back in the waiting area you can click on the MDT members name and chose “Add to Call” option.

Please Note:

When 3 or more are people are on a live video call these tiles will appear and attendees can be arranged as follows by clicking on the layout button.

	Preferred Speaker: The person you select occupies most of the video area; the other participants display in small tiles along the side of the area.
	All Equal: All video tiles take up the same area and are spaced evenly within the video area.

Are there admin/reception roles on Attend Anywhere?

There are many roles within Attend Anywhere and it is possible to set up a receptionist facility that could mimic your current workflow. However, due to the rapid roll out of this platform to allow as many providers have access; the admin/receptionist function has been delayed.

Who is my Telehealth Lead?

A communication has gone out to all Hospital Managers/CHO Leads informing them of Attend Anywhere as the recommended HSE telehealth solution. Nominations for ‘Telehealth Lead’ have been sought who will assist with the rollout of this solution. You could contact your team manager, Service Lead or virtualhealth@hse.ie