

REMOTE ACCESS FOR CONSULTANTS - FAQ'S

CLINICIAN APP FAQ'S

Q: Can I see my patients' previous appointments on the Clinician App?

A: Yes

Q: Where can I see the referral letter for my patients so I can triage them?

A: The referral letter would be sent to your @bmichoice email by the NEC or the hospital admin team upon request, if provided by the GP. In case of no referral letter please arrange a telephone consultation with the patient in order to triage them (as per the Remote Consultation Policy which you can find on the consultant portal)

Q: Why is my theatre booking that I have just made not showing in my next theatre list?

A: The theatre booking you make on the App is just a provisional booking, once you complete the request it is picked up by the hospital inpatient booking team who will then check and once confirmed it will appear as a booking on your App.

Q: How can I access the patient notes for the patients booked into my clinic?

A: You will need to work with your Medical Secretary/Medical Records on site to be emailed any notes/test results/scans etc - emails will only be sent to your @bmichoice email

Q: I installed and launched the Power Apps, I got presented with 2 versions of the Clinician app – Portrait or Landscape, which one should I use?

A: Portrait version is for Smartphones and the Landscape version is for Desktop PC or Tablet. Please use the version of the app accordingly to where you're accessing it from.

Q: Does the Clinician app tell me which consultations are virtual and which are face to face?

A: All appointments are telephone by default. If you want to make an appt F2F you need to contact OPD and arrange this. If you want to make an appt virtual (video) you need to email virtualconsultations@bmihealthcare.co.uk giving the details of the patient/appointment and they will set this up. The NEC will email you with the MS Teams link to carry out the appt

Q: What do I do if I cant get the app to work?

A: Check you have followed all the instructions. If you have done this and the app is still not working please email clinicianappsupport@bmihealthcare.co.uk

Q: I am a secretary, how do I navigate between the varying consultants that I work for?

A: If you click on the 3 lines at the top left of the calendar view you will go to the menu page and all of your associated consultants will be listed.

Q: There was a patient showing in my clinic but they are no longer showing, why would this be?

A: Appointment may have been cancelled in UG.

Q: Is there a number I can call to help me set this up?

A: There is no phone support, please email clinicianappsupport@bmihealthcare.co.uk and someone from the team will get back to you promptly.

Q: I installed and launched the Power Apps, I got presented with 2 versions of the Clinician app – Portrait or Landscape – I have tried both of these and nothing happens – what do I need to do now?

A: Please email clinicianappsupport@bmihealthcare.co.uk

Q: Can my secretary access my Clinician app?

A: No, they can't access yours, but can have their own app set up so that they can see your appointments. If they haven't been issued credentials please contact your Sales and Marketing Manager.

Q: How does my secretary access my app?

A: Following the same process of accessing the app they don't actually access your App, but can have their own app configured so that they can view your diary and appointments. (Please see question/answer above).

Q: Can I just upgrade my existing Clinician app, just like you would any normal phone app with a newer updated version?

A: No, you need to install Power Apps and access the new Clinician app through that.

Q: Do I delete my Clinician app first before I download the new app?

A: It is not mandatory as they use a totally different platform, however as the old version of the app is not functional anymore it would be appropriate to remove it and free up memory on your device.

Q: What else can I do via the Clinician app? Is it the same as before just gives me access to my clinics or is there other functionality?

A: With the App, as with the previous version, you will be able to see both outpatients appointments and theatre bookings on your calendar. You will see brief patient details and be able to make a provisional theatre booking.

Q: Will it be possible to receive notifications on my phone when a patient is booked in?

A: Currently no, however this feature is on the list for possible future development.

Q: Can I access my bmichoice emails via the Clinician app?

A: No, you can only access your mailbox via the Consultant Portal.

REMOTE ACCESS FOR CONSULTANTS - FAQ'S

GENERIC FAQ'S

Q: I haven't got my BMIchoice credentials

A: Email was sent out as far back as 31 March

- 1.) please check your junk/spam folder
- 2.) try firstname.lastname@bmichoice.co.uk
- 3.) contact your Sales and Marketing Manager

Q: My Windows password does not work / I don't remember it

A: Please call Service Desk on **0141 300 6444** from the mobile 'phone number registered with your hospital and request a reset or contact your Sales and Marketing Manager.

Q: I don't work for BMI, why should I use your portal/MS Teams?

A: BMI will only support consultants offering remote consultations (telephone or virtual) when they have access to the consultant portal. This ensures that the insurers are comfortable, secures patient confidentiality and data protection and does not impact on our CQC registration.

Q: Why can't I use Zoom/other app?

A: Zoom does not offer the secure connection that MS Teams does, which is the reason why the NHS endorse the use of MS Teams.

Q: What is my bmichoice email address?

A: It's a secure mailbox which you can access from the Consultant Portal and will be used by BMI for all consultant communications.

Q: Why do I need another email address?

A: BMI email has ISO 27001 certification which means it is as secure as @nhs.net. This enables us to email you patient notes, referral letters, test results etc without compromising patient data nor our CQC registration. We cannot send you patient information to any non-BMI email address. Your BMI email will be used to send you the link to access virtual consultations once set up by the NEC too.

Q: I do not want to offer video consultations, telephone is sufficient

A: It may be that when we reopen to private practice that we have to limit the number of patients attending site, some people may be nervous of coming to the hospital. Therefore, we strongly recommend that you consider offering virtual consultations to meet these requirements.

Q: I want to change my multi factor authentication settings, how do I do this?

A: Please contact your Sales and Marketing Manager to register a new telephone number. In addition to informing site key MFA administrator a SD request to get MFA reset is required. At next log in the user will then be requested to give a new mobile number to which future verification codes will be sent.

Q: How do I arrange a virtual consultation?

A: Please see video tutorial [here](#).

CONSULTANT PORTAL FAQ'S

Q: Is this compatible with Apple Mac?

A: Yes it is. The consultant simply accesses <https://bmihc.sharepoint.com/teams/ConsultantPortal> via Chrome or Safari browsers and log in using their @bmichoice email and password.

Q: Can I access clinics, test results, scans from this consultant portal?

A: Yes you can, please see a video tutorial [here](#).

Q: I am logged into the consultant portal. What now?

A: Please see a video tutorial [here](#) which shows you what is available on the portal and how to use it effectively.

Q: Can I set up alerts on my BMIChoice account?

A: Yes – a simple guide can be found [here](#).

Q: How do I refer patients on for radiology, physio or whatever?

A: There is a BMI Referral form on the consultant portal under the BMI Remote Consultations header in the top bar. Click on this header and a drop down menu will take you to the BMI Referrals form.

Q: Can my BMIchoice email account be set up on MAC mail or my own Outlook?

A: The account won't work with email clients that require Exchange Configuration (such as MS Outlook) as it's a web access only licence!